

POSITION DESCRIPTION

Title	Library Clerk
Directorate	Community Services
Department	Library & Heritage Services
Department's Purpose	Providing a progressive public library and local history service which evolves and adapts in response to community demand.
Agreement	City of Armadale Industrial Agreement
Classification level	2 - 3
Reporting to	Branch Librarian

OUR VALUES ARE HOW WE WORK

All employees are expected to apply these values in all their activities associated with the business of the City:

	WE CARE	
	We are here because we care about our community, our environment, our organisation, our colleagues and our wellbeing.	- Actively listen - Look after ourselves and others - Give and receive constructive feedback - Build and strengthen resilience - Are mindful of our impacts - Make responsible and sustainable decisions - Act with integrity
	WE ARE BETTER TOGETHER	
	We are better when we work together. We are a mix of thinkers, doers and believers fueled by wanting more for each other and our community. We work in Partnership.	- Are inclusive and welcoming - Seek to understand - Help where we can - Partner to create opportunities - Collaborate towards our common goal - Achieve together, celebrate together
	WE LEARN AND GROW	
	This is the organisation you come to when you're ready for your next Challenge.	- Remain curious, courageous and creative - Seek and share bold ideas - Be the best we can be - Embrace change - Learn from mistakes
	WE SEIZE TODAY, SHAPE TOMORROW	
	It is a privilege to be of service to the people of the City of Armadale. There is so much that should and could be worked on. One day at a time gets us further, together as we:	- See each day as a new opportunity - Make a positive difference - Take pride in our work, and the future we create - Set realistic and challenging goals

YOUR OBJECTIVES

- Ensure the delivery of high quality, efficient library services across all areas including circulation, information and readers' advisory, aligning with the City's Customer Service Charter.
- Contribute to the library service's goals of improving digital literacy and fostering a love of reading within the community through innovative services and programs.
- Proactively engage with the community to increase Library use and satisfaction.

WHAT YOU WILL ACHIEVE

CUSTOMER SERVICE EXCELLENCE AND LIBRARY OPERATIONS

Successfully deliver high-quality, efficient library services that meet the needs of the community and uphold the City's Customer Service Charter.

- Provide knowledgeable assistance to patrons, answering queries, and facilitating check-outs and returns.
- Help patrons use library resources, including digital services and physical materials.
- Maintain a well-organised library space, ensuring materials are properly shelved and accessible.
- Conduct regular reviews of library materials for repair or replacement to ensure the collection remains in good condition.
- Review and maintain borrower registration files to keep patron records accurate and up to date.

COMMUNITY ENGAGEMENT AND SUPPORT

Enhance community engagement through proactive programming and support, contributing to increased library visits and user satisfaction.

- Assist in the delivery of engaging community programs such as storytimes, workshops, and educational events.
- Reach out to community groups to promote library services and foster partnerships.
- Support outreach initiatives by preparing materials for homebound borrowers, ensuring everyone has access to library resources.
- Assist in the creation and mounting of promotional displays to attract and inform library visitors.

FINANCIAL INTEGRITY AND ADMINISTRATIVE EXCELLENCE

Ensure accurate and responsible handling of library finances and administrative tasks, supporting the library's operational efficiency.

- Manage financial transactions at the service desk, ensuring all monies are accurately received and receipted.
- Balance financial records daily to maintain accountability and transparency.
- Process and reconcile payments for fines, fees, and other library services, minimising discrepancies.

GOVERNANCE, RISK, AND RECORDS MANAGEMENT

Successfully uphold the City of Armadale's governance standards, ensuring compliance and integrity in all library operations.

- Produce accurate and timely data entries and records that can be confidently relied upon.
- Works within our governance and other policies, procedures and processes and ensures our record keeping requirements are met.

SAFE AND SUSTAINABLE LIBRARY ENVIRONMENT

Promote and maintain a safe, welcoming, and sustainable environment for all library users and staff.

- Adhere to health and safety protocols, including customer behaviour management,, ensuring the library premises are safe for public use.
- Implement sustainability practices in daily operations, from waste reduction to promoting digital resources.
- Conduct regular safety audits and risk assessments to prevent incidents and ensure a secure environment for patrons and staff.
- Report hazards and incidents accurately and in a timely manner.
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WHAT WE ALL ARE RESPONSIBLE FOR

RESPONSIVE TO OUR COMMUNITY'S NEEDS

Influences and engages with relevant stakeholders and supporters which ensures the building and maintaining of positive relationships within the community and supports our strategic objectives.

Leads a resourceful and creative approach to meeting customer needs through analysis, forming insights to develop recommendations, planning and delivery of innovative service offerings or approaches.

Provides ongoing commitment to our Emergency Management and Business Continuity principles and works to support the health, wellbeing and ongoing support of our community.

WORKPLACE HEALTH, SAFETY & WELLBEING

Ensure Workplace Health & Safety requirements are observed and adhered by;

- Maintaining safe work practices in accordance with the Work Health and Safety legislation (WHS Act 2020) and the City's policies and procedures;
- Take reasonable care for your own health and safety in the workplace and work in a safe manner so that yourself, others, our environment, our equipment and our community remain free from harm;
- Ensure measures are in place to eliminate or reduce risk. This includes providing and maintaining workplaces, assets and systems of work so that others are not exposed to hazards;
- Identify any incidents, hazards or unsafe conditions or work practices which you encounter and either take immediate action if safe to do so or report it to your line manager;
- Take ownership for being personally fit for work and raise concerns appropriately about team members' fitness for work to line managers;
- Where required, consult with workplace Health and Safety Representatives on health, safety and wellbeing matters to manage workplace risks; and
- Wear and maintain all Personal Protective Equipment required to perform the work safely.

Remain committed to demonstrating equal employment opportunity, inclusion and diversity in the workplace where the rights of individuals are upheld and everyone is treated with respect, fairness, equality and dignity and, where the workplace is free from all forms of unlawful discrimination, harassment and bullying.

SUSTAINABLE SERVICE DELIVERY

Assists with building and maintaining positive relationships with our stakeholders through provision of a consistent delivery approach to customers whilst being able to respond to unique needs.

Provides flexible, creative and purposeful solutions for customer needs.

Achieve efficient and effective use of City resources within the level of accountability for this position.

Contribute to the financial suitability of the City through the prudent and efficient use of resources and adherence to systems, procedures and policies.

Take responsibility for your own personal development through engaging with continual learning and development opportunities and keeps themselves accountable for the outcomes and impacts delivered.

Understand, contribute and build on the City's positive constructive culture ensuring that model the type of behaviour that will positively influence team culture and business performance. Understand, demonstrate and incorporate the City's values in all day to day activities.

GOVERNANCE, RISK AND RECORDS MANAGEMENT

Ensure your own understanding and compliance with the City's Code of Conduct, policies and procedures and works within defined parameters, delegations and authority levels.

Ensure that all sensitive and/or confidential information received, noticed, uncovered or created as an employee of the City of Armadale remains strictly confidential.

Ensure that you do not willingly access or seek out sensitive or confidential information, or use information acquired throughout this appointment at the City of Armadale for any purpose other than to undertake the appointed duties. Exercise discretion and maintain confidentiality in all activities.

Undertake any other duties appropriate to the level and scope of this position, as directed.

WHAT YOU SHOULD KNOW, BE ABLE TO DO AND HAVE ACCREDITATIONS IN

- Completion of Year 12 education level or equivalent and/or relevant experience and training.
- Proficiency in communication (written, verbal, numeracy, and literacy skills).
- Strong customer service skills. Including ability to work with the public.
- Excellent digital skills.
- Effective time management abilities.
- Capability to work effectively in a team.
- Knowledge of library operations, including readers advisory and automated systems.
- General knowledge, including current affairs and reading trends.
- Demonstrated ability to develop and interpret procedures, and proficiency in using library operational tools (for Level 3).
- Extensive recent experience with digital productivity tools and e-resources (for Level 3).
- Sound understanding of the policies, procedures and practices associated with discrete work areas (for Level 3).
- Possession of Working with Children check (only when incumbent conducts Storytime or other child related interactive sessions)
- Possession of Current C Class Driver's Licence.
- Possession of or ability to obtain a current National Police Certificate.

This Position Description is only descriptive of the type of duties to be undertaken during the period of employment, and the employee accepts that the City of Armadale may require the employee to carry out any duties, which are within the employee's skill and competence.

Reporting lines and the number of employees reporting to the position may change at the discretion of the City of Armadale.