Title: **Library Customer Service Officer**
Directorate: City Performance and Community Development
Level: Two (2)

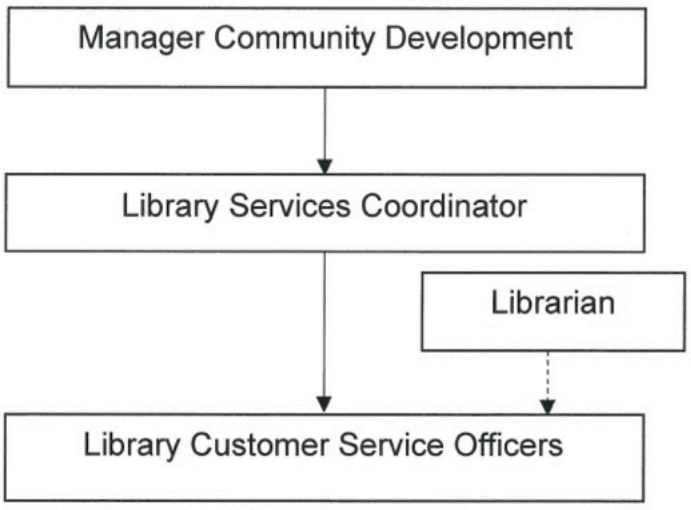
Position Objectives

- Assist in the provision of high-quality library and information services in accordance with the City's strategic and corporate plans.
- Be the first point contact and to perform administrative duties to ensure excellent customer service that promotes the City of Nedlands to residents and the general public.

Organisational Relationships

Reporting to:	Library Services Coordinator In the absence of the Coordinator or the Senior Library Customer Service Officers, reports to Librarians on Duty as required or Senior Library Customer Service Officers
Responsible for:	N/A
Membership of:	Community Development
Liaison with:	All staff, State Library of Western Australia (SLWA), other libraries, suppliers, presenters and general public.

Organisational Chart



Key Responsibilities

Operational

- **Circulation Desk and Roaming Duties**
  - Provide a high standard of customer service and be proactive in assisting the customers.
  - Undertake rostered duties on the circulation desk in a prompt, courteous and efficient manner.
  - Responsible for issuing and returning of library materials.
  - Maintain membership records.
  - Assist readers with reference and general enquiries.
  - Maintain holds and reservations records.
  - Bibliographic checking of requested items on relevant databases and allocation of locations for requests.
  - Liaise with other libraries as required.
  - Maintain the appearance of the library by regular shelving, shelf checking and tidying duties.
  - Receive and receipt monies.
  - Process bookings for library programs, rooms and equipment.
  - Assist and instruct library members in use of technology, devices and online resources (Western Australia Public Libraries Digital Media Collections and local eLibrary Collection).
  - Keep Circulation Desk tidy and maintain supplies of stationery and forms.
  - Process incoming and outgoing stock from the Western Suburbs Libraries Group.
  - Open and close the library and be the responsible officer if no other senior officers are in the library.

- **Inter-Library Loans**
  - Action incoming and outgoing requests from SLWA and other libraries.
  - Generate inter-library loans reports.
  - Liaising with the appropriate libraries to facilitate inter-library-loans.

- **Accounts**
  - Process lost and damaged items.
  - Maintain a high standard of public relations when dealing with library members.
  - Reconcile all monies received at the Circulation Desk.

- **Exchanges**
  - Process incoming exchanges and deleting State Library stock.
  - Maintain bibliographic and holdings records.
  - Process languages other than English collection.

- Liaise with SLWA as required.

- **Local Studies**
  - Assist in maintaining the Local Studies Collection.
  - Assist with the local studies enquires from members of the public.
  - Assist with the local studies displays.
  - Assist in the collection of local studies materials.
  - Index local newspaper under the direction of the Local Studies Librarian.
  - Input local studies data into the Library Management System under the direction of the Local Studies Librarian.

- **Local Stock**
  - Process all local stock materials, including but not limited to books, magazines, audiobooks, DVDs and ephemera.
  - Assist with the maintenance of bibliographic and holdings records.
  - Assist with the deletion of library stock and records.

- Programs and Outreach
  - Perform and conduct Story Time, Baby Rhyme Time and Music Time sessions or other Early Learning programming under the general direction of the Librarian.
  - Assist with children's activities and/or special projects as required.
  - Assist with the general set up, pack away and running of outreach services, events and programs; take the lead if the responsible officer is not present.

- **Other duties**
  - Perform system maintenance duties as required.
  - Maintain public notice boards and community information boards.
  - Undertake mending of library stock and materials.
  - Create library displays.
  - Raise order requisitions and orders with suppliers for library stationery, presenters and other items.
  - Collect and collate regular library statistics and as required.
  - Operate and maintain office equipment.
  - Assist with the Pop-up Library when required.
  - Undertake other activities and duties as required within the scope of your skill, competency, and training as advised by the Library Service Coordinator or other senior officers to ensure the efficient management of the library service.

Work Health and Safety

- Understand the Worker Rights and Responsibilities under the *Work Health and Safety Act 2020* and *Work Health and Safety (General) Regulations 2022*.

- Be responsible for ensuring your safety and health and that of others in the workplace.
- Actively communicate and consult with others on WHS matters.
- Report hazards and incidents immediately.
- Follow implemented safe work practices.
- Participate in incident investigations when required.
- Actively participate in Workers' compensation claims, injury management and return to work programs.

Risk Management

- Comply with the City's risk management policies and procedures.
- Responsible for reporting possible risks in relation to operational procedures.

Requirements of the Job

Skills and Knowledge

- High level customer service skills with the ability to take initiative to resolve customer queries.
- Sound interpersonal and communication skills.
- Ability to work independently and within a team environment.
- Good time management and organisational skills.
- Proficient in a range of current technologies with the ability to do basic trouble shooting.
- Good proficiency in using Microsoft Office Suite, including good typing and word processing skills.
- Good numeracy and literacy skills.

Experience

- Experience working in a public library is advantageous.
- Experience in using Spydus library management system will be highly regarded.
- Experience using and showcasing the Western Australia Public Libraries Digital Media Collections (Online resources) will be highly regarded.

Qualifications, Certificates and Licences

- Completed Year 12 or equivalent.
- A current 'C' class Drivers Licence.
- A current National Police Certificate.
- A current Working with Children Check.
- A current Provide First Aid Certificate.

Physical Work Component

During normal duties, the frequency of lifting, carrying or pulling the following weight is:

	Never	Seldom	Occasionally	Often	Always
23 kgs or over		√			
9 – 22 kgs				√	
Under 9 kgs					√

During normal duties, the frequency of the following activities is:

	Never	Seldom	Occasionally	Often	Always
Walking				√	
Walking on uneven ground		√			
Driving			√		
Reaching above shoulder height			√		
Reaching at shoulder height					√
Reaching below shoulder height					√
Bending or crouching					√
Kneeling or crawling		√			
Working with hazardous substances	√				

During normal duties, the frequency required to maintain the following activity is:

	0-30 minutes	31-50 minutes	51-90 minutes	Over90 minutes
Sitting at one time		√		
Standing at one time		√		
Driving at one time	√			

** Within this time, it is recommended to change position frequently.

During the average day, the total number of hours spent in the following position or activity is:

	0-2 hours	2-4 hours	4-6 hours	6-8.5 hours
Sitting at one time	√			
Standing at one time	√			

During the average day, the position may require working in the following conditions:

	Yes	No
Outside		√
Extremes of hot or cold		√
Damp or humid environment		√
Noisy environment		√
Dusty or unventilated environment		√
Toxic fumes or hazardous chemicals		√

Extent of Authority

- Operates under the general direction of the Library Services Coordinator and freedom to make decisions in accordance with policies and procedures.
- Exercises a degree of autonomy however, freedom to act is governed by role, policy and budget constraints.
- Assistance available for problem solving.
- Work outcomes monitored.

Certification

Authorised by: Acting Director City Performance and Community Development

Signature:

Date Reviewed: 30 June 2026