

POSITION DESCRIPTION

Position Title: Library Officer	Position Number: COMMS-6
Department: Community Services	Accountable to: <i>Senior Officer Library Services</i>
Level and Step:	Salary Range:
Responsible for the supervision of: No direct/indirect supervisory responsibilities	



Primary purpose of the position	To provide excellent library services to the patrons and the wider City of Kalgoorlie-Boulder community, assisting them to obtain resources that will fulfill their requirements. The incumbent will act as first point of client contact, respond appropriately and effectively and provide support services to users. This position entails continuous physical work and manual handling such as lifting, bending, carrying and pushing as well as standing for significant periods of time.
Key accountabilities	<ol style="list-style-type: none"> 1. Perform enquiry services for patrons and source alternative avenues for obtaining information if necessary; 2. Register and induct new members. This includes informing patrons of their responsibilities and how these may affect borrowing privileges; 3. Assist with planning and delivering technology and digital services training to the community; 4. Accurately receipt and reconcile payments for library and patron contact transactions; 5. Accurately perform rotational duties as rostered; 6. Process incoming and outgoing resources within timeframes given. 7. Accurately shelf library materials, maintain shelf order and maintain presentation of the library; 8. As required staff will be rostered accordingly to cover the operational needs of the Library and Heritage Services; 9. Publish, maintain and review all associated processes and procedures, to meet the required timelines of the City; 10. Adhere to all City of Kalgoorlie-Boulder policies and procedures, and ensure personal safety at work and that of others; 11. Other duties and responsibilities as directed by the Senior Officer Library Services and/or the Coordinator Community Services.
Judgement & decision making	<ol style="list-style-type: none"> 1. Respond promptly to instructions and where necessary seek clarification to ensure effective completion of work. 2. Self-manage workload and apply good judgement and problem-solving skills to situations with guidance from the supervisor. 3. Apply legislation and Council policy direction to decision-making with guidance from the supervisor. 4. Work together effectively with supervisor/manager and team colleagues to develop efficient operational practices and standards. 5. Apply knowledge and skills to ensure consistent quality outcomes.
Outcomes / Key Performance Indicators (KPI's)	<ol style="list-style-type: none"> 1. Accurately complete tasks assigned to 3 monthly rotation workroom rotation and provide written feedback within 7 days of end of rotation. 2. Competently assist with the delivery of 4 school holiday activities during the year. 3. Assist with the planning and delivery of technology and computer classes on a weekly basis. 4. Assist in organizing and delivering 1 visiting author / outreach event in the next 12 months. 5. Maintain customer satisfaction at a NPS score level of 75 or above in the next 12 months.
Skills, knowledge & capacity	<ol style="list-style-type: none"> 1. Excellent knowledge of computers and technology and online applications including the Microsoft suite, e-resources and social media 2. IT skills to operate, assist, and teach members of the community with common IT tasks 3. Prior experience creating posters and posts with various graphics tools 4. High level communication and interpersonal skills including ability to liaise effectively and confidently with customers; 5. Strong organisational skills with the ability to work to with excellent attention to detail; 6. High level of professionalism and demonstrated ability to handle confidential information with discretion and astute judgement; 7. Ability to work both in a team environment and unsupervised, with a high degree of self-motivation and initiative; 8. Completion of online training suite for Library Officers (via State Library of Western Australia) - desirable; 9. Previous experience working in a Library environment, bookshops and/or a similar discipline - desirable;

	10. Developed knowledge of the local community - desirable; 11. Current satisfactory National Police Clearance and Working with Children Check; 12. Current WA "C" Class driver's licence.
City of Kalgoorlie-Boulder Values	Support We will support each and every team member to work together, build relationships and deliver greater outcomes for our organisation and our community.
	Respect We will treat our team members and our community with mutual respect and understanding.
	Fun We will promote and value work-life balance, and create an environment that is rewarding and fulfilling.
	Recognise We recognise and acknowledge all individuals and cultures and value their contributions to our organisation and the community that we serve.
	Connect We work as one organisation that communicates openly, and actively connects with our teams, community and stakeholders.

POSITION DESCRIPTION AGREEMENT

The above stated is intended to describe the general nature and level of work performed by the employee assigned. It is not designed to be interpreted as a comprehensive list of duties and responsibilities of the position. The City of Kalgoorlie-Boulder reserves the right to amend responsibilities as required to meet business and operational requirements.

I, the undersigned, agree that the above position description including the key accountabilities, decision making and outcomes/key performance indicators are accepted as appropriate for the position.

Employee Full Name (please print): _____ Employee Signature: _____ Date: _____

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