



POSITION DESCRIPTION

POSITION TITLE	Library Support Officer
DIRECTORATE – BUSINESS UNIT	Community Services – Community Hubs & Safety
LEVEL - IA	3 – Salaried
RESPONSIBLE TO	Community Librarian

OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

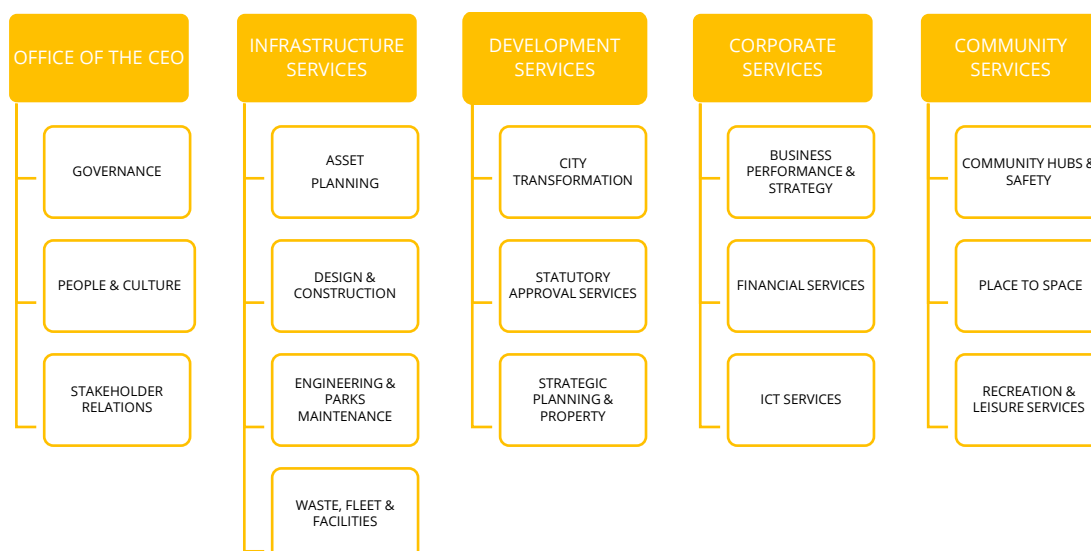
OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

OUR VALUES

RESPECT	We treat everyone with dignity, fairness, and kindness—valuing diverse perspectives, listening with empathy, and fostering an inclusive environment where all voices are heard and appreciated.
INTEGRITY	We act with honesty, transparency, and accountability—upholding ethical standards, taking responsibility for our actions, and consistently doing what is right, even when no one is watching.
CARE	We build trust through empathy, honest feedback, and mutual support—creating a safe, respectful environment where people thrive and grow. We care enough to be candid, knowing that truth shared with compassion strengthens us all.
HONESTY	We communicate truthfully and openly—building trust through transparency, owning our actions, and fostering a culture where integrity and authenticity guide every interaction.

ORGANISATIONAL STRUCTURE & FUNCTIONS



THE OVERALL OBJECTIVE OF THIS POSITION

To provide quality customer service to members of the public by performing clerical duties efficiently as well as promoting an effective library service through positive communication and responding to customer needs.

KEY RESULT AREAS

CUSTOMER SERVICE

- Provide high level customer service to patrons by assisting with all enquiries in a polite, professional, and proactive manner.
- Promote Library services and resources that are available to the community in an effective and helpful manner.
- Ensure information provided to customers is correct and delivered in a timely manner.

SERVICE DELIVERY

- Assist customers with the use of Library equipment, technology and a range of devices.
- Provide support and assistance in the use of Library e-Resources.
- Undertake cash handling duties including (but not limited to) petty cash and bank reconciliation.
- Open and close City Libraries, adhering to security requirements.
- Under the direction of the Community Librarian or Children's Librarian, assist in the delivery of events, programs, activities and displays.
- Assist in the execution of Library courier runs to various sites.
- Perform efficiently all administrative duties including processing of new, incoming and returning stock, data entry and maintenance, circulation tasks and home delivery service/s.
- Process, maintain and promote library memberships.
- Maintain stock records.

SHELVING AND STOCK MAINTENANCE

- Ensure Library Collections are accessible and well presented by accurately shelving and replenishing stock.

WORKPLACE HEALTH AND SAFETY

- Employees must take reasonable care for their own health and safety and that of others who may be affected by their actions or omissions.
- Comply, so far as they are reasonably able, with any reasonable instruction given by the City to allow the City to comply with WHS laws.
- Cooperate with any reasonable policy or procedure of the City relating to health or safety at the workplace.

WORKPLACE COMPETENCY

Uphold the City's values of Respect, Integrity, Care and Honesty, and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

Employees are required to comply with the City's Code of Conduct, policies and procedures, and demonstrate behaviours consistent with organisational values at all times.

TRAINING/QUALIFICATION(S)

- Certificate III in Library and Information Services or equivalent qualification; or working towards obtaining.
- Current Working with Children Check or ability to obtain one.

SELECTION CRITERIA

1. Demonstrated experience in a customer service role (Local Government preferred)
2. Demonstrated knowledge and understanding of public library operations.
3. Commitment to high-quality customer service and well-developed interpersonal skills.
4. Ability to work in a team setting and foster positive relationships.
5. Ability to effectively manage time.
6. Ability to adapt successfully to changing situations and environments.
7. Sound skills in trouble shooting IT issues that support customers' use of technology.
8. Proficient in use of Microsoft Office Suite (including Outlook, Excel and Word).
9. Experience in the use of a Library Management System (SirsiDynix Symphony desirable)
10. Knowledge of Library e-Resources.

DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

REVIEWED BY: Coordinator Library Services
DATE PD REVIEWED/APPROVED: 21 October 2026
