

Position Description

Position Title	Library Officer
Directorate	Community Development
Business Unit/s	Community Development - Libraries and Community History
Reports to	Branch Librarian
Classification	Level 2/3 – Inside Workforce Agreement

Organisational Overview

The City of Stirling (the City) is located eight kilometres north of Perth’s central business district and covers an area of around 100 square kilometres from Scarborough, Trigg and North Beach in the west to Balga and Inglewood in the east, and from Beach Road in the north to Herdsman in the south.

The City is the largest local government by population in WA with over 243,000 residents. We provide more than 200 services to our thriving community, including recreation centres, libraries, home and community care, safety, and events.

The City has a workforce of around 1,400 people and a genuine commitment to invest in our employees to achieve an inclusive, diverse, engaged and capable workforce. The City is recognised for supporting work-life balance through a wide range of flexible work options and offering a range of policies and benefits to create opportunities and an enjoyable and fulfilling employment experience.

Organisational Vision, Mission Statement and Values

Vision

A sustainable City with a local focus.

Mission Statement

To serve our community by delivering efficient, responsive and sustainable service.

Values

The City of Stirling’s core values are:



Approachable

We are welcoming, respectful and work collaboratively towards our shared goals.

Responsive

We understand our Community needs and are proactive to achieve positive outcomes.

Transparent

We approach work with integrity and are open in our interactions.

Innovative

We strive for continuous improvement to deliver a sustainable future and a positive impact for our Community.

Reporting Relationships

This position reports to the Branch Librarian.

Business Unit Objective

To ensure service delivery responds to our diverse community needs and adapts to both social change and the evolving role of government.

Position Overview

This position provides a high level of clerical support and customer service in the resource distribution and technical services functions of the library and community service, as directed by Branch Librarian. Duties may vary in some Branches and may also be performed either on a rotating roster basis or on a regular basis.

This position assists the Branch Librarian to achieve Libraries and Community History Services' strategic projects as aligned to the City's corporate objectives and the Stirling Libraries Strategy 2022-2027

Library Officers are appointed as part of the system wide Library Officer Team, and as such may be required to work or be transferred to work in any of the City of Stirling Libraries and Pop-Up Libraries.

Position Objectives

Leadership

- Collaborate with Branch Library Team to deliver Libraries and Community History Services outcomes.
- Create an inclusive learning environment and a positive, professional culture.
- Lead by example, supporting team accountability and high-performance standards to ensure exceptional performance.
- Manage resources to ensure services are maintained and objectives delivered.
- Take responsibility for working safely and ensuring the team work safely in line with safe working practices.

Operational

- Rostered circulation duties including issue and discharge of library materials.
- Shelving, shelf checking and general library tidying.
- Library opening/closing procedures.
- Data entry and general clerical duties including processing of membership records, library stock queries, newspapers, lost property.
- Maintain inter-library loan service where required - reserve and process requested items for library borrowers and public libraries.
- Process incoming and outgoing library stock materials, including input of relevant computer records for library stock items.
- Maintain the Books on Wheels home delivery service at participating locations
- Costing and processing of accounts where required and the taking of library payments.
- Manage enquiries from public libraries and community members (in person, by telephone or by e-mail) in relation to the above tasks.
- Assist Librarians in the delivery of an efficient and professional library and community history reference and information service for the City of Stirling.
- Assist library clients requiring support with computers, technology, and use of eResources, to build their digital literacy skills.
- Prepare displays, maintain the Community Notice Board.
- Contribute to the delivery of Council and other community-based services within libraries.
- Contribute to the ongoing development of Libraries and Community History Services and the Community Development Business Unit via specific project teams and the strategic planning process as required.

Continuous Improvement

- Proactively generate and implement creative and innovative ideas and solutions to understand and address customer needs.
- Provide input and feedback to the Branch Librarian, contributing to the overall operations and ongoing development of the Libraries and Community History Service Stream.
- Contribute to the ongoing development of community history, library services and the Community Development Business Unit via specific project teams as required and the strategic planning process.
- Maintain awareness of current issues in the galleries, libraries, archives and museum sector by ongoing reading, training and professional development.

Corporate Responsibilities

- Contribute to the achievement of corporate objectives by ensuring that stakeholders are dealt with in a professional and timely manner.
- Observe all safe working practices and work as directed by supervisors.
- Ensure reasonable care is taken to ensure personal safety and health at work and that of others.
- Take responsibility for and actively promote the importance of the City's Risk Management processes, encouraging others to apply it and achieve positive results from it throughout their work.
- Understand the principles of customer service and undertake duties and responsibility in accordance with the City's Customer Service Charter.
- Undertake duties and responsibilities in accordance with corporate policies, management practices and procedures and demonstrate expected behaviours aligned with the City's Code of Conduct.
- Undertake Community Engagement where required, to optimise trust, inform decision-making, share knowledge, and strengthen relationships with the community in accordance with the City's Community Engagement Policy.
- Perform other duties as directed.

Selection Criteria

Qualifications/Education Level	
Secondary Education Certificate	Essential
Knowledge, Skills, Experience & Abilities	
A genuine commitment to the provision of high-quality customer experiences and a desire to raise the profile and perception of the City within the community.	Essential
Strong commitment to customer service excellence, innovation, and best practice in library service delivery.	Essential
Ability to communicate effectively, professionally, and accurately both verbally and in writing.	Essential
Well-developed strong organisational skills with the ability to effectively prioritise multiple tasks and coordinate conflicting priorities to meet deadlines.	Essential
Demonstrated ability to problem solve focusing on a favourable solution to meet the customer need.	Essential
Strong computer and keyboard skills including Microsoft Outlook, Word, Excel and Internet.	Essential
Highly developed initiative and ability to work in a team environment including the ability to liaise effectively with internal and external customers.	Essential
Strong digital literacy skills and ability to use a variety of technological devices.	Essential
Previous experience in a library.	Desirable
Previous experience using an automated library system.	Desirable
Other	
National Police Clearance (under 3 months).	Essential

Office use only

Position Creation Date	Date	Officer	
Last reviewed/Modified	Date	Officer	Service Lead Libraries and Community History
	25 February 2026		