



SHIRE OF
WAROONA
SEA TO SCARP

APPLICATION PACKAGE

LIBRARY OFFICER

SEPTEMBER 2026

TOWARDS
2030

POSITION NO: HR.2627.006



About this document

This application package has been designed to guide you through the recruitment and selection process and assist you in preparing and submitting your application.

Disclaimer

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Accessibility

This document is available in alternative formats such as large print, electronic, audio or Braille, on request.



Strategy



Plan



Framework



Policy



Report



Management Practice



Procedure



Form



Council Document



Public Document

Document Control

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Contents

Document Control	3
1. Advertisement.....	4
2. Application Information.....	6
3. Guidelines to applying for an advertised position	6
3.1 Application for employment form.....	6
3.2 Covering Letter	6
3.3 Resume	6
3.4 Addressing the Selection Criteria.....	7
3.5 Presentation	7
3.6 Submitting Applications	7
3.7 Closing Date	8
3.8 Further Information	8
4. Application for Employment Form	9
5. Referee and Reference Checks	11
6. General Employment Conditions.....	12
7. Checklist	13
8. Position Description.....	13

1. Advertisement



SHIRE OF WAROONA **Library Officer – Job Share**

The Shire of Waroona, located in Western Australia's Peel Region, offers a desirable small-town country lifestyle nestled between the scenic forests of the Darling Scarp and the fishing-friendly beaches of the Indian Ocean. Conveniently located between Mandurah and Bunbury, Waroona offers the benefits of regional living with easy access to major urban centres.

Do you love books, enjoy helping people and want to play an active role in your local community?

Opportunities like this do not come up very often. The Shire of Waroona is looking for a friendly, enthusiastic and community-minded person to join our library team in a job-share arrangement.

This is not a professional librarian-level position, and a formal library qualification is not essential. We are interested in hearing from people with relevant experience in customer service, administration, community services, events, programs or another public-facing role.

More importantly, we are looking for someone who:

- enjoys getting to know our regular readers and welcoming new customers;
- can provide friendly and inclusive service to people of all ages and backgrounds;
- loves books and enjoys helping people find information and resources;
- is enthusiastic about developing and delivering library programs, activities and events;
- can build connections with schools, community groups and local organisations;
- is motivated to try new ideas and contribute to continuous improvement;
- can help us get the most from our library space and increase community participation;
- is comfortable assisting customers with computers, mobile devices and online services; and
- can balance customer service with shelving, circulation, collection maintenance and administrative duties.

The successful applicant will contribute to development and implementation of the Shire's Library Activation Plan and help identify new ways to make the library a welcoming, active and well-used community space.

You will need strong communication, customer-service, organisational and digital skills, together with the ability to work collaboratively and manage your duties with limited supervision. Previous library or local government experience would be helpful but is not essential.

The position attracts a salary of \$69,699 per annum, pro rata, plus superannuation, in accordance with Level 3 Line 4 plus OA of the Local Government Officers' (Western Australia) Award 2021.

This position operates as a job share, working alternate weeks:

- Tuesday to Friday; and
- Saturday morning.

This means the successful applicant will work one rostered week and then have the following week off.

Applicants must hold a current unrestricted C-class driver's licence and be able to obtain and maintain a satisfactory National Police Certificate and Working with Children Check.

If you are a community-minded person who loves books, enjoys working with people and has ideas about how a contemporary library can connect and engage its community, we would love to hear from you.

Please submit a cover letter and resume and address the selection criteria in the application package available from www.waroona.wa.gov.au or hr@waroona.wa.gov.au.

If you are unsure whether your experience or preferred working arrangement would suit, contact Kirsty Ferraro, Director Customer & Development Services on **(08) 9733 7800** for a confidential discussion.

Applications should be endorsed: "Private and Confidential – HR2627.006 – Library Officer". Applications close at 4pm on Friday 16th October 2026.

The Shire of Waroona is an equal opportunity employer committed to an inclusive workplace.

MARK GOODLET
CHIEF EXECUTIVE OFFICER

2. Application Information

Please read this application package carefully.

Thank you for expressing interest in this position with the Shire of Waroona. It is the Shire's intent to select the best possible applicant for this position, and it wishes you all the best.

The application package has been developed to assist you in preparing your application and to enable you to plan for a possible selection interview.

The application package is available in alternative formats, upon request.

3. Guidelines to applying for an advertised position

Your application should include the following documentation.

3.1 Application for employment form

Please complete the attached form (located after these guidelines) to the front of your application.

3.2 Covering Letter

The covering letter gives the opportunity to introduce yourself to the interview panel. You may wish to summarise your application and emphasise your strongest points and achievements. Please also include your anticipated commencement date if successful. Please address your letter to:

Confidential Application – HR.2627.006 – Library Officer

Mr M Goodlet
Chief Executive Officer
Shire of Waroona
PO Box 20
WAROONA WA 6215

3.3 Resume

Your resume should include:

- Your personal details;
- Your contact details;
- Work history (with your current position first);
- Position(s) held with details of the duties;
- Details of academic qualifications; and
- Details of two (2) referees including their contact information and relationship. At least one (1) referee should be nominated with respect to your current employment (if applicable), if you would prefer not to do so, please mention this in your application.

3.4 Addressing the Selection Criteria

To be considered for shortlisting, you need to respond to the **selection criteria** listed in the Position Description.

This is the most important part of your application. The selection criteria show us what skills, knowledge and experience you have that relate to the job.

When writing your responses:

- Use each selection criterion as a heading.
- Write a short paragraph under each heading explaining your skills or experience.
- Give examples where you can – these don't have to be from work only, they can be from school, sport, volunteering or community activities.

The selection criteria are found at **Item 10** in the Position Description at the back of this document.

3.5 Presentation

Please provide your application information via email or by post or in person on A4 single sided paper and attached by an appropriate clip (do not staple or bind). Please also include copies of any material matter that you believe may be relevant to the application, interview or your appointment so that the Shire can take that into considering in selecting the best applicant.

3.6 Submitting Applications

All applications may be submitted in any of the following ways:

Post

Applications must be posted in a securely sealed envelope and clearly addressed and endorsed to:

Private & Confidential – HR.2627.006 – Library Officer
Mr M Goodlet
Chief Executive Officer
Shire of Waroona
PO Box 20
WAROONA WA 6215

Hand

Applications must be handed in a securely sealed envelope and clearly addressed and endorsed to:

Private & Confidential – HR.2627.006 – Library Officer
Shire of Waroona
Administration Offices
52 Hesse Street
WAROONA WA 6215
Opening hours 9am to 4pm Monday to Friday.

Electronic Mail

By email in PDF format to **Eden Pisconeri** – hr@waroona.wa.gov.au

3.7 Closing Date

Applications should be endorsed: “Private and Confidential – HR2627.006 – Library Officer”. Applications close at 4pm on Friday 16th October 2026.

3.8 Further Information

The Shire of Waroona’s Director Customer & Development Services, Kirsty Ferraro, is the nominated Shire contact for this position and can be contacted on (08) 9733 7800 during normal office hours.

Please visit the Shire website at www.waroona.wa.gov.au for general information about the Shire.

The Shire of Waroona is currently administered by a Council of seven (7) members inclusive of the President.

The Shire of Waroona provides a smoke free environment.

Canvassing of Councillors will disqualify the applicant.

The Shire of Waroona is an Equal Employment Opportunity employer.

4. Application for Employment Form

Please attach this form to the front of your application.

Vacancy Details			
Position Title:			
Personal Details			
Surname:		Title: ☐ Mr ☐ Mrs ☐ Ms ☐ Miss	
Given Names:		Date of Birth:	
Residential Address:			
Suburb:		Postcode:	
Postal Address:			
Suburb:		Postcode:	
Email:			
Daytime Contact Number:		Mobile:	
Are you an Australian Citizen or permanent resident of Australia? ☐ Yes ☐ No - or -			
Are you applying for permanent residence? ☐ Yes ☐ No <i>If no, please attach a copy of a Visa validating permission to work in Australia</i>			
Do you hold a current unrestricted West Australian Motor Vehicle Driver's Licence: ☐ Yes ☐ No			
Licence Class (circle) C / R / RE / LR / MR / HR / HC / MC			
Do you hold a current: ☐ National Police Clearance ☐ Working with Children Check OR			
☐ Willing to obtain clearance/s.			
Recruitment Source			
How did you first become aware of this vacancy?			
Shire of Waroona website		☐	Harvey/Waroona Reporter
Mandurah Mail		☐	Other (please specify)
☐			
Employment History (details must be completed)			
Refer to resume for complete details			
Period of Employment	Name of Employer	Position Held	Reason for Leaving

Employment Referees (details must be completed)			
Please provide details of at least two contactable work-related referees – i.e. Your present or most recent employer/supervisors.			
(Referee) Name:	Position Held	Company	Contact No:
How soon would be able to commence work?			
If currently employed, what is the minimum period of notice required?			
Declarations The following declarations are NOT a barrier to being considered for employment but will assist us to take due care in assessing appropriate placement should you be the successful applicant.			
Health To the best of your knowledge, do you have a medical condition that will preclude you from undertaking the duties of the position you have applied for? No ☐ Yes ☐ If "Yes" please provide details of condition			
Criminal Convictions Have you ever been convicted of any offence in court, or are you currently the subject of any charges pending or the subject of an investigation before a tribunal? (<i>You do not need to give details of any conviction which you have had declared spent under the Spent Convictions Act 1988</i>). No ☐ Yes ☐ If "Yes" please provide details			
Applicant Declaration I declare that all the above statements and attached supporting information are true in all respects. I acknowledge that any statement which is found to be false or deliberately misleading will make me, if employed, liable for dismissal.			
Signed _____		Date _____	

5. Referee and Reference Checks

The Shire has an obligation to satisfy itself of your qualification and suitability for the position and the person it seeks to appoint should view this process as a positive aspect of your application.

If there is a special need for confidentiality, such as a current employer who is not yet aware of your application, please provide details with your application.

You may provide whatever supporting material or information that you wish to back your application, including explanation for any matter that you may believe could be construed as unfavourable. The important aspect is that the Shire is made aware of all material matters that may affect your suitability for employment.

It is important that the Applicant nominates a minimum of at least one (1) referee, and their contact details, to support each recent senior position held, and outline their position or relationship to the Applicant. These people should be able to verify or support your claims.

Initially the reference checks will only be made of your nominated referees, and you should ensure that they are aware in advance that contact may be made with them to confirm details.

The Shire reserves the right to make other checks of the final applicant(s) but will not make contact with any current employer or other nominated person unless your prior approval has been obtained, but clearly that will be necessary before appointment can be finalised.

Academic Qualifications

Please supply details of all qualifications claimed including the Institution, Certificate Number and date of issue to allow verification.

6. General Employment Conditions

Position	Library Officer
Term	Part-time job-share
Award	Local Government Officers' (WA) Award 2021
Annual Salary	Level 3.4 + over award – \$69,699 pro-rata per annum
Annual Leave	4 weeks annual leave (pro-rata)
Long Service Leave	In accordance with the Local Government (Long Service Leave) Regulations.
Other Leave	10 days personal leave per annum (pro-rata).
Probation	A probationary period of six (6) months will apply.
Pre-placement medical	Prior to appointment, the Officer will be required to undertake a medical examination with a doctor of their choice at the Shire's cost. The appointment to the position is not confirmed until a medical is completed and accepted in accordance with Council policy.
Police clearance	A police clearance will be required to be provided to the Shire prior to confirmation of appointment.
Payment of salary	Will be made fortnightly in arrears by direct debit deposit into an account nominated by the employee to a bank or financial institution by electronic funds transfer.
Superannuation	The Shire will contribute the national superannuation guarantee of 12% to a nominated superannuation fund. Employees may elect to join the Shire's co-contribution scheme as detailed by policy HRP004. Salary sacrificing of superannuation is available.
Recreation Centre	Free use of indoor pool & gymnasium in accordance with Council policy HRP007.
Conferences / Training	The Shire will pay the registration, accommodation, and travel costs to allow the Officer to attend approved training / conferences if required at its discretion.
Uniform	As per Council policy HRP003.
Job-Share Officers	The appointed officer will be required to enter into a job-share agreement, which includes a commitment to provide relief coverage for their co-worker during periods of planned leave.

All other conditions of employment are in accordance with the Local Government Officers' (WA) Award 2021 and Shire of Waroona Council Policies.

7. Checklist

☐	Application for Employment form;
☐	Covering Letter;
☐	Resume;
☐	Document addressing the selection criteria;
☐	Copies (not originals) of supporting documentation e.g. Qualifications, Drivers Licence, Police Clearance;
☐	The application has been photocopied for personal reference;
☐	If applying for more than one (1) position, enclose separate applications for each position; and
☐	I have checked that I am aware of the closing date and time.



Shire of Waroona
Administration: 52 Hesse St, Waroona
Postal: PO Box 20, Waroona WA 6215
Ph: (08) 9733 7800
Email: warshire@waroona.wa.gov.au Web: www.waroona.wa.gov.au





Position Title	Library Officer
Position Number	PDCS004
Directorate	Customer & Development Services
Award	Local Government Officers (WA) Award 2021
Level / Line	Level 3 Line 4 – Job Share
Last Reviewed	September 2026

1. Position objectives

- 1.1 To provide professional, efficient, inclusive and friendly library services that respond to the information, technology and community needs of library customers.
- 1.2 To support the effective day-to-day operation of the library, including customer service, circulation, collection maintenance, programs, activities and library information systems.
- 1.3 To contribute positively to the library team by working collaboratively, adapting to changing service needs and supporting continuous improvement in library services.

2. Requirements of the position

A formal library qualification is not essential. Applications will be considered from candidates who can demonstrate relevant qualifications, skills or comparable experience in library services, customer service, administration, community services or a similar public-facing environment.

2.1 Skills

- Well-developed interpersonal and customer service skills, with the ability to assist people of different ages, backgrounds, abilities and levels of digital literacy.
- Well-developed verbal and written communication skills, including the ability to explain information clearly and prepare routine correspondence, notices and records.
- Sound organisational and time-management skills, with the ability to prioritise competing tasks and maintain accuracy in an environment subject to frequent interruptions.
- Sound digital literacy, including competence in Microsoft Office applications and the ability to learn library management systems, online resources and other workplace technology.
- Ability to work effectively as part of a team and liaise professionally with Shire employees, community organisations, service providers and government agencies.
- Ability to work with limited supervision, use initiative, exercise appropriate judgement and accept responsibility for the accuracy and quality of own work.

- Ability to respond positively to change, learn new procedures and contribute to the continuous improvement of library services.
- Ability to remain calm, courteous and professional when responding to difficult enquiries, complaints or challenging customer behaviour.

2.2 Knowledge

- Sound knowledge of general administrative, recordkeeping and office procedures.
- Understanding of contemporary customer service principles and practices.
- Knowledge of library operations, procedures, programs or information services, or the demonstrated capacity to quickly acquire this knowledge.
- Knowledge of local government functions, practices and procedures is desirable.
- Knowledge of the Shire of Waroona district, community, services and facilities is desirable.

2.3 Experience

- Relevant experience in a library, customer service, administration, community services or another comparable public-facing position.
- Experience using computerised information, customer management, booking, records or transaction systems.
- Experience assisting customers with computers, mobile devices, online services or digital resources is desirable.
- Experience delivering or supporting community programs, children's activities, events or group sessions is desirable.
- Previous library or local government experience is desirable but not essential.

2.4 Qualifications

- Completion of the Western Australian Certificate of Education, or an equivalent combination of relevant education, training and practical experience.
- A qualification in library and information services, business administration, customer service, community services or another relevant discipline is desirable but not essential.
- A current unrestricted C-class driver's licence.
- A current Working with Children Check, or the ability to obtain and maintain one.
- A satisfactory National Police Certificate, obtained in accordance with the Shire's pre-employment requirements.
- Ongoing capacity to undertake the inherent requirements and position demands identified in this position description, with reasonable workplace adjustments where applicable.

3. Summary of key duties and responsibilities

3.1 General

- 3.1.1 Provide professional, inclusive, efficient and friendly service to library customers, maintaining confidentiality and a strong customer-service focus.
- 3.1.2 Respond to customer enquiries and assist people to locate and access library resources, community information, online services and referral pathways.
- 3.1.3 Plan, promote, deliver and evaluate library programs, activities and events that respond to identified community needs and encourage participation in library services.
- 3.1.4 Deliver programs for a range of community groups, which may include children, families, young people, older people and people requiring assistance with literacy or digital technology.
- 3.1.5 Identify opportunities for new programs, partnerships and service improvements by considering customer feedback, participation data, community needs and contemporary public-library practices.
- 3.1.6 Contribute to the review and implementation of the Shire's Library Activation Plan, including progressing assigned actions, monitoring outcomes and identifying opportunities to improve library participation, programs, partnerships and use of the facility.
- 3.1.7 Develop positive working relationships with schools, community organisations, service providers, presenters and volunteers to support library programs and community engagement.
- 3.1.8 Assist customers to confidently use computers, mobile devices, printing services, library technology, online resources and other digital services.
- 3.1.9 Promote library collections, programs and services through displays, promotional material, community networks and the Shire's approved communication channels.
- 3.1.10 Undertake circulation, membership, reservation, shelving, collection-maintenance and other routine library duties accurately and efficiently.
- 3.1.11 Assist with the selection, acquisition, processing, presentation, stocktaking, evaluation and withdrawal of library resources in a range of physical and digital formats.
- 3.1.12 Maintain accurate customer, circulation, program, statistical, financial and administrative records in accordance with relevant legislation, Shire policies and established procedures.
- 3.1.13 Collect and report information about library use, program attendance, customer feedback and service outcomes to support evaluation, planning and continuous improvement.
- 3.1.14 Manage allocated tasks and priorities with limited supervision, working collaboratively with other employees and referring matters outside the position's authority when appropriate.
- 3.1.15 Contribute ideas and participate in the review and improvement of library procedures, programs, technology, collections and customer-service practices.

- 3.1.16 Maintain an awareness of developments in public libraries, community programming, digital inclusion and customer service, and apply relevant contemporary practices where appropriate.
- 3.1.17 Assist with the induction and on-the-job support of new employees, relief staff and volunteers as directed.
- 3.1.18 Help maintain a welcoming, accessible, safe and well-presented library environment, including displays, program spaces and public-use equipment.

3.2 Organisational

- 3.2.1 Sound knowledge of legislative obligations under Equal Opportunity and Work, Health and Safety policies.
- 3.2.2 Actively embrace and participate in change to better achieve the Shire's values, goals and objectives.
- 3.2.3 Exercise discretion, initiative or seek judgement where practices and direction are not clearly defined.
- 3.2.4 Maintain strict confidentiality.
- 3.2.5 Actively participate in the ongoing development, compliance and promotion of professional customer service standards.
- 3.2.6 Comply with Council's Code of Conduct ensuring probity and ethical behaviour in all dealings.
- 3.2.7 Recommend changes or strategies which promote a 'continual improvement' and 'best practice' approach to service delivery where relevant to the scope of the position or department.
- 3.2.8 Promote, maintain and improve the working environment and practices to ensure compliance with Industrial Awards, Work, Health and Safety, Equal Employment Opportunity legislation, and Councils policies and procedures.

4. **Organisational relationships**

4.1 Responsible for:

- Nil.

4.2 Responsible to:

- Director Customer & Development Services.
- Manager Corporate Services.

4.3 Internal relationships:

- Shire of Waroona employees.
- Elected members.

4.4 External relationships:

- Members of the public.
- Community and business groups.
- Service and ratepayer organisations.
- Government agencies.

5. Organisational structure section



6. Position dimensions

6.1 Work location

Waroona Public Library, Cnr Hesse & Thatcher Street, Waroona.

6.2 Delegated authority

As defined by the Chief Executive Officer.

6.3 Driving requirements

C (Car) or CA (Car Automatic) class motor vehicle license.

7. Extent of authority

This position operates under the direction of the Director Customer & Development Services within established guidelines, procedures and policies of Council, as well as statutory provisions of the *Local Government Act 1995* and other legislation.

8. Corporate accountabilities

- 8.1 All employees are bound by the requirements of the Local Government Act 1995 to act with integrity, and in a way that shows proper concern for the public interest.
- 8.2 Comply with Council's Code of Conduct, management directives and approved policies and procedures.
- 8.3 Participate as required in all corporate and governance activities.
- 8.4 Maintain obligations described within the Shire of Waroona's Customer Service Charter.
- 8.5 Comply with all requirements for capturing corporate information and understand that the Local Government is the owner of all intellectual property rights in all documents, materials or other things created or contributed to by the employee (whether alone or with others) in the course of their employment.

- 8.6 Exercise discretion and maintain confidentiality in dealing with sensitive and high-level issues.
- 8.7 Deliver effective use of Shire resources within the level of accountability for this position.
- 8.8 Ensure the effectiveness of this role in alignment with the Shire of Waroona values.
- 8.9 Demonstrate a commitment to the safety, wellbeing and rights of children and young people by complying with the Shire's Child Safe policies, procedures and codes of conduct, relevant legislation, and mandatory reporting obligations. This includes maintaining appropriate professional boundaries, promoting a child-safe culture, and taking reasonable steps to prevent, identify and respond to child abuse or harm in the course of employment.

9. Workplace, Health & Safety

- 9.1 Ensure all staff understand and embrace the importance of safety in the workplace, equal opportunity, behaving appropriately and respecting colleagues.
- 9.2 Comply with the safety policies and procedures as prescribed by Council and abide by relevant statutory requirements at all times.
- 9.3 Ensure your own safety and health at work by undertaking your work duties in a safe and proficient manner. Exercise your duty of care by having thought and regard for others by ensuring that you avoid adversely affecting, the safety or health of any other individual through any of your acts or omissions at work as per Council's Work, Health and Safety policies and procedures, and the Work, Health and Safety Act. Employees shall cooperate with the Shire of Waroona in the carrying out of the obligations imposed on the Shire under the Work, Health and Safety Act and their subsidiary legislation.
- 9.4 Take reasonable care to ensure your own safety at work, and that of others, by complying with safety and health instructions, policies and procedures, including the Work, Health and Safety Act 2020, and subsidiary legislation.

10. Selection Criteria

10.1 Essential

- 10.1.1 Completion of the Western Australian Certificate of Education, or an equivalent combination of relevant education, training and practical experience.
- 10.1.2 Demonstrated experience in library services, customer service, administration, community services or another comparable public-facing environment.
- 10.1.3 Demonstrated ability to provide professional, inclusive and responsive customer service to people of different ages, backgrounds, abilities and levels of digital literacy.
- 10.1.4 Demonstrated experience in planning, promoting and delivering community programs, activities or events, or the demonstrated capacity to develop these skills.
- 10.1.5 Well-developed verbal and written communication skills, including the ability to explain information clearly and prepare correspondence, promotional material and accurate records.

- 10.1.6 Well-developed organisational and time-management skills, including the ability to prioritise competing duties, meet deadlines and maintain accuracy in an environment subject to frequent interruptions.
- 10.1.7 Demonstrated ability to work collaboratively as part of a team while also using initiative, exercising appropriate judgement and completing duties with limited supervision.
- 10.1.8 Demonstrated ability to build effective working relationships with customers, community organisations, service providers and internal stakeholders.
- 10.1.9 Demonstrated ability to contribute positively to continuous improvement, implement strategic or operational actions and adapt to changes in services, procedures and technology.
- 10.1.10 Sound digital literacy, including competence in Microsoft Office applications and the ability to learn and confidently use library systems, databases, online resources and emerging technology.
- 10.1.11 Current unrestricted C-class driver's licence.
- 10.1.12 Current Working with Children Check, or the ability to obtain and maintain one.
- 10.1.13 Ability to obtain and maintain a satisfactory National Police Certificate in accordance with the Shire's pre-employment requirements.

10.2 Desirable

- 10.2.1 A relevant qualification in library and information services, business administration, customer service, community services or a related discipline.
- 10.2.2 Previous experience working in a public library or comparable community facility.
- 10.2.3 Experience using a computerised library management system, records-management system, customer database or similar business application.
- 10.2.4 Knowledge of contemporary public-library practices, community programming and approaches to increasing participation and activating library spaces.
- 10.2.5 Knowledge of local government functions, practices and procedures.

11. **Demands criteria**

11.1 Understanding the demands criteria

The demands criteria describe the physical, cognitive, emotional and operational demands that are inherent requirements of this position. Employees are required to read and understand this section and seek clarification if they are uncertain about any requirement. This information is provided so employees understand the activities they may reasonably be required to perform and can undertake them safely.

Employees must follow safe work procedures, use the equipment and manual-handling aids provided, and promptly report workplace injuries, hazards and safety concerns. Employees must also advise their supervisor of any restriction or change in capacity that may affect their ability to safely perform an inherent requirement of the position. Employees are not

required to disclose medical information that is unrelated to their ability to safely perform their duties.

Employees must be able to safely perform the inherent requirements of the position, with reasonable adjustments where required by law. Any identified restriction will be assessed individually, having regard to the inherent requirements of the position, workplace safety, operational requirements and the Shire's capacity to reasonably accommodate the restriction. A reasonable adjustment will not ordinarily require the permanent removal of an inherent requirement or the creation of a new position.

This provision does not limit the Shire's obligations in relation to workplace safety, injury management, workers compensation or return-to-work arrangements, including the provision of temporary suitable duties where required by law.

Demands code	N – Not at all	O – Occasional (0 – 32%)	F – Frequent (33 – 66%)	C – Constant (67 – 100%)
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Physical demand level	Occasional	Frequent	Constant
Sedentary	0 – 4.5 kgs	Negligible	Negligible
Light	4.5 – 9 kgs	0 – 4.5 kgs	Negligible
Medium	9 – 22 kgs	4.5 – 11 kgs	0 – 4.5 kgs
Heavy	22 – 45 kgs	11 – 22 kgs	4.5 – 9 kgs
Very heavy	> 45 kgs	22 – 45 kgs	9 – 22 kgs

11.2 Physical demands

Physical demands	N	O	F	C	Comments
Stair/Ladder climbing		S			Occasional use of steps or an approved step stool or ladder to access shelving, storage areas or displays.
Squatting/crouching/ kneeling			S		Required when shelving or retrieving materials from lower shelves, tidying children's areas and setting up activities.
Floor to waist lifting		M			Lifting boxes of books, activity materials or equipment weighing approximately 9-22 kg. Assistance or lifting equipment must be used where required.
Waist to eye level lifting		L			Shelving books and placing lightweight materials or equipment into storage.
Sitting				S	Computer work, processing library materials, responding to enquiries and undertaking administrative duties.
Standing			S		Customer service, shelving, processing returns, presenting activities and maintaining displays.
Walking			S		Moving throughout the library to assist customers, shelving resources and undertake routine duties.
Carrying			L		Carrying books, small boxes, activity materials and equipment throughout the library.

Holding loads away from body		L			Handling books, boxes, stock and equipment when shelving or relocating materials.
Overhead reaching		L			Accessing upper shelves, arranging displays and storing lightweight materials.
Work bent over - stoop			S		Shelving or retrieving materials from lower shelves, unpacking stock and tidying library areas.
Carrying bulky/large/ Awkward load		M			Moving boxes, activity equipment, tables, chairs or display materials. Team lifting or assistance is required where appropriate
Trunk rotation (standing)			S		Required during shelving, customer service, movement of materials and general library duties.
Trunk rotation (sitting)			S		Required during computer, counter and administrative duties.
Neck movement				S	Required during computer work, customer service, shelving and general library duties.
Pushing/pulling			M		Moving loaded book trolleys, furniture, boxes, mobile equipment and stock.
Shoulder movements			S		Required during shelving, handling books, computer work and setting up activities.
Elbow movements			S		Required during shelving, scanning, handling resources and administrative duties.
Jerky movements	S				Not ordinarily required.
Forward reach			L		Required when shelving, retrieving books, serving customers and completing desk-based duties.
Wrist movements				S	Repetitive keyboard, mouse, scanning, book-processing and materials handling tasks.
Grip type				S	Handling books, scanning materials, keyboard work, covering books and processing loans and returns.
Whole body vibration	S				Not ordinarily required.
Hand/arm vibration	S				Not ordinarily required.

11.3 Psychological demands criteria

Cognitive demands	N	O	F	C	Comments
Reading comprehension				X	Reading customer requests, correspondence, library procedures, catalogue records, program information and community notices.
Oral comprehension				X	Understanding enquiries and instructions from customers, colleagues and community organisations, including people with varying communication needs.
Oral expression				X	Clearly explaining library services, procedures, technology and community information to customers of different ages and abilities.
Writing			X		Preparing emails, notices, promotional material, customer records, program information and routine correspondence.

Numeric reasoning		X			Handling procurement, payments, checking transactions, compiling statistics and undertaking basic reconciliations where required.
Diagrammatic		X			Interpreting basic floor plans, display layouts, equipment instructions and visual information when setting up library spaces or activities.
Critical thinking			X		Assessing enquiries, identifying relevant information and determining the appropriate response, referral or escalation.
Attention to detail				X	Accurately processing memberships, loans, returns, reservations, payments, catalogue information and customer records.
Judgement & decision making			X		Applying library procedures, prioritising competing tasks and determining when customer, behavioural, safety or service issues require escalation.
Active listening				X	Identifying customer needs, clarifying enquiries and responding appropriately to customers, colleagues and community members.
Complex problem solving			X		Resolving library accounts, bookings, technology and service delivery issues within the position's level of authority.
Memory			X		Retaining and applying knowledge of library services, procedures, programs, technology, timetables and community information.
Concentration			X		Completing accurate computer, cash-handling, processing and administrative tasks in a public environment with frequent interruptions.

Emotional demands	N	O	F	C	Comments
Social perceptiveness				X	Recognising and responding appropriately to the needs, behaviour and communication styles of customers of different ages, backgrounds and abilities.
Stress tolerance			X		Remaining calm and professional when managing competing demands, interruptions, difficult enquiries, behavioral concerns or service disruptions.
Persuasion			X		Explaining library requirements and encouraging customers to follow borrowing, behavioural, safety and facility-use expectations.
Dealing with customers				X	Providing regular face-to-face and telephone assistance to customers, including children, families, older people and people requiring additional support.
Resolving conflict & negotiating with others		X			Responding to complaints, disputed fees, customer behavior and differing expectations within the position's authority, and escalating matters when required.
Dealing with unpleasant or angry people		X			Responding professionally to customers who may be frustrated, upset, distressed, verbally challenging or dissatisfied with a service or decision.
Working in a group or team			X		Cooperating with other library staff, Shire employees, volunteers, presenters and community organisations to deliver services and programs.

Working independently				X	Undertaking rostered duties, managing assigned work and responding to routine customer and operational matters with limited direct supervision.
Role demands	N	O	F	C	Comments
Adaptability and flexibility				X	Adapting to changing customer needs, staffing arrangements, technology, programs, service priorities and unexpected operational issues.
Time pressure			X		Responding promptly to customers while completing shelving, processing, program preparation and administrative tasks within required timeframes.
Time management				X	Prioritising customer service, daily operational duties, programs and administrative work in an environment subject to frequent interruptions.
Coordinate & lead others		X			Coordinating customers, volunteers, presenters or participants during library programs and activities. The position does not ordinarily have formal supervisory responsibility.
Instructing			X		Showing customers how to use library technology, online resources, equipment and services, and providing instructions during programs and activities.
Manage financial resources		X			Managing expenditure according to an allocated budget. Processing payments, issuing receipts and completing basic cash-handling or reconciliation duties when rostered.
Manage personal resources		X			The position does not ordinarily supervise employees or undertake formal performance management responsibilities. Supervision of volunteers, trainees or work experience students may be required on occasion.
Impact of decisions on co-workers or company results			X		Decisions may affect customer service, workflow, record accuracy, access to services and the work of other library employees.
Structured work			X		The position has established procedures and routine duties, however, the order of work may change according to customer demand, programs, staffing and operational priorities.
Responsibility to outcomes and results			X		Responsible for the accuracy, timeliness and quality of their own work and for appropriately referring matters outside the positions authority.

12. Areas of potential risk

12.1 Personal injury; and

12.2 Public safety.

13. Position and incumbent details

Both the employee and the employee's supervisor are required to sign and date this declaration to acknowledge their shared understanding of the position's duties, responsibilities, selection criteria and demands criteria. The original signed position description must be returned to the Workplace Services Officer for placement on the employee's personnel file.

Employee declaration

I acknowledge that:

- I have read and understood this position description, including the duties, responsibilities, inherent requirements and demands criteria;
- I have had an opportunity to ask questions and seek clarification about the position's requirements;
- the physical, cognitive, emotional and operational demands of the position have been explained to me;
- I am able to safely perform the inherent requirements of the position, with any reasonable adjustments identified and agreed in accordance with applicable legislation;
- I will comply with applicable safe work procedures and use the safety equipment, mechanical aids and personal protective equipment provided;
- I will promptly report workplace injuries, hazards and safety concerns; and
- I will advise my supervisor of any restriction or change in capacity that may affect my ability to safely perform an inherent requirement of the position.

I understand that signing this declaration does not limit any entitlement or obligation arising under applicable work health and safety, discrimination, employment, workers compensation or injury management legislation.

Position occupant	
Date appointed	
Employee Name	
Employee Signature:	
Reporting Manager	
Reporting Manager Signature	
Date	

14. Amendments

Both parties are required to sign and date the areas provided to indicate their mutual agreement of the requirements of the position. The original of all signed position descriptions must be returned to the Finance Officer (Rates & Payroll) for filing on personnel files.

Date	Details of Amendment	Reference	Record Number
17/02/2024	Review and update position description	ADCCS	PE.14
17/09/2026	Review and update position description and demands criteria.	DCDS	HR.21