

<b>Physical Demand Matrix</b>	
<b>Role</b>	Library Officer

<b>Body Posture</b>	<b>Not required</b>	<b>Rare</b>	<b>Intermittent</b>	<b>Occasional</b>	<b>Frequent</b>	<b>Constant</b>	<b>Comments</b>
Standing						✓	Constant requirement to stand whilst completing all listed tasks
Sitting					✓		Frequent requirement to sit whilst completing computer and desk-based tasks
Forward Reaching					✓		Frequent requirement to reach forward whilst: <ul style="list-style-type: none"> <li>• Completing returns</li> <li>• Shelving</li> <li>• Shelf-reading</li> </ul>
Neck flexion / extension / rotation						✓	Constant movements of the neck in all directions required whilst completing all listed tasks
Reaching above shoulder height			✓				Intermittent reaching above shoulder height required to access high shelves which are only located at Toorak library
Stooping & bending forward from standing position					✓		Frequent requirement to stoop and bend from a standing position when: <ul style="list-style-type: none"> <li>• Completing returns</li> <li>• Shelving</li> <li>• Shelf-reading</li> <li>• Moving furniture</li> </ul>
Kneeling / squatting					✓		Frequent requirement to kneel and squat whilst: <ul style="list-style-type: none"> <li>• Completing returns</li> <li>• Shelving</li> <li>• Shelf-reading</li> <li>• Moving furniture</li> </ul>
Trunk rotation					✓		Frequent trunk rotation required (left and right) whilst completing all tasks, particularly when completing returns

<b>Mobility</b>							
Climbing step / platform		✓					Rare requirement to climb a step / platform
Walking						✓	Constant walking required whilst completing all tasks that are not desk-based
Walking over uneven surfaces				✓			Occasional requirement to walk over uneven surfaces when stepping through electronic entry gates
Ladder climbing	✓						Ladder climbing not required

<b>Manual Handling</b>							
Unilateral lifting						✓	Constant requirement to lift items using one upper limb including books, A/V items, red baskets and magazines
Bilateral carrying				✓			Occasional requirement to lift and carry using both upper limbs which includes: <ul style="list-style-type: none"> <li>• Piles of books</li> <li>• Chairs</li> </ul>
Lifting with weight away from body <10kg					✓		Frequent requirement to lift <10kg away from body when: <ul style="list-style-type: none"> <li>• Completing returns</li> <li>• Shelving</li> <li>• Shelf-reading</li> </ul>

Lifting with weight away from body >10kg	✓						Lifting >10kg away from body not required
Lowering a vertical distance > 25cm from waist to floor					✓		Frequent requirement to lower items from waist to floor when: <ul style="list-style-type: none"> <li>Placing items on low shelves</li> <li>Moving furniture</li> </ul>
Lifting a vertical distance > 25cm from waist to shoulder height				✓			Occasional requirement to raise a vertical distance >25cm from waist to shoulder height when placing items on high shelves
Lifting 0kg - 4.5kg						✓	Constant requirement to lift up to 4.5kg; this extends to: <ul style="list-style-type: none"> <li>Books – single and piles</li> <li>Red, plastic carry baskets</li> <li>Magazines</li> <li>A/V items</li> <li>Chairs</li> <li>Coin bags</li> </ul>
Lifting 4.5kg - 9kg			✓				Intermittent requirement to lift up to 9kg; this extends to: <ul style="list-style-type: none"> <li>Piles of books</li> <li>Tables</li> <li>Projector screen</li> </ul>
Lifting 9kg - 22kg	✓						Lifting 9kg – 22kg not required
Lifting 22kg - 45kg	✓						Lifting 22kg – 45kg not required
Lifting 45kg+	✓						Lifting 45kg+ not required
Handling unstable objects		✓					Rare requirement to handle unstable objects which includes the projector screen
Carrying						✓	Constant requirement to carry items such as: <ul style="list-style-type: none"> <li>Books</li> <li>A/V items</li> <li>Magazines</li> <li>Chairs</li> <li>Tables</li> <li>Red baskets</li> </ul>
Pushing / pulling					✓		Frequent requirement to push / pull which extends to: <ul style="list-style-type: none"> <li>Trolley</li> <li>Tables</li> <li>Furniture</li> <li>Book ends of books</li> </ul>
Sustained/repetitive hand grip						✓	Constant requirement for sustained hand grip whilst completing all listed duties
Tool use	✓						Tool use not required
Exposure to vibration	✓						Library Officer workers are not exposed to vibration.

### Psychosocial Demands

<b>Personal</b>	Concentration	✓	High levels of concentration required, particularly whilst: <ul style="list-style-type: none"> <li>Answering queries from customers in person or over phone</li> <li>Whilst sorting books by alphabetic / Dewey order</li> </ul>
	Patience	✓	Library Officer workers are required to possess high levels of patience whilst completing all listed tasks, especially when dealing with members of the public.
	Emotional stability	✓	Workers are required to have a developed emotional stability whilst completing Library Officer tasks
	Judgement	✓	Library Officers are required to exercise good judgement whilst completing all aspects of the role.
	Reasoning	✓	Library Officers are required to exercise sound reasoning whilst completing all aspects of the role.

<b>Social</b>	Isolation	-	Library Officers are not required to work in isolation
	Autonomy	-	Library Officers are able to utilise autonomy with respect to the processes in which they complete a task, however have no autonomy with respect to the work which is allocated to them by supervisor
	Peer support	✓	All Library Officer tasks are completed with the availability of peer support.
	Social network	✓	A social network is available for all Library Officers through the City of Stonnington
	Production demands	✓	Production demands are variable dependent on flow of patrons within the libraries.
	Stress	✓	Library Officers can be exposed to stressful situations, especially when dealing with aggressive members of the public.

## Appendix A

### TASK ANALYSIS

#### Frequency of physical demands

The frequency of the physical demands required as part of the jobs assessed is defined under the following categories:

- (NR): Not required is defined as being not within this range of duties
- (R): Rarely is defined as less than one performance per week
- (I): Intermittently is defined as one performance every 2.5 hours
- (O): Occasional is defined as one performance every 30 minutes
- (F): Frequent is defined as one performance every 2 minutes
- (C): Constant is defined as one performance every 15 seconds

#### Classification of Physical Demands:

The following are the classifications used to categorise specific jobs based on their physical demands, as adapted from the Dictionary of Occupational Titles.

#### Sedentary

- Lifting 4.5kgs maximum and occasionally lifting and carrying such articles as docket, ledgers and small tools.
- Although a sedentary job is defined as one which involves sitting, a certain amount of walking and standing is often necessary in carrying out the job duties.
- Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.

#### Light

- Lifting 9kgs maximum with frequent lifting and/or carrying of objects weighing up to 4.5kgs.
- Even though the weight lifted may be only a negligible amount, a job is in this category when it requires walking or standing to a significant degree; or when it requires sitting most of the time with a degree of pushing and pulling of arm or leg controls; and/or when the job requires working at a production rate pace entailing the constant pushing and/or pulling of materials even though the weight of those materials is negligible.
- Physical demand requirements are in excess of those for sedentary work.

#### Medium

- Lifting 22kgs maximum with frequent lifting and/or carrying of objects weighing up to 11kgs.
- Physical demand requirements are in excess of those for Light work.

#### Heavy

- Lifting 45kgs maximum with frequent lifting and/or carrying of objects weighing up to 22kgs.
- Physical demand requirements are in excess of those for Medium work.

#### Very Heavy

- Lifting objects in excess of 45kgs with frequent lifting and/or carrying of objects weighing 22kgs or more.
- Physical demand requirements are in excess of those for Heavy work.