

# Role Description



**Position Title**      **Library Officer**

**Position Number**      **LIB366**

## Purpose of Role

To provide high level responses to library customers' needs, develop and deliver library activities and programs and oversee routine branch operations.

## Specific Responsibilities

Provide customers with positive service experiences through a sound knowledge of library collections, resources and procedures; professional conduct and presentation.

Provide customers with advanced reference and reader advisory assistance and support.

Support and enhance the digital and information literacy skills of customers.

Develop, promote and deliver library activities, displays and programs to meet customers' recreational and informational needs.

Oversee routine branch activities resolving customer and procedural issues within established constraints.

Supervise staff and volunteers in routine matters, including rostering and prioritising workloads and encourage a positive working environment.

Assist in developing the skills, knowledge and capacity of individuals and the branch team, with a focus on digital and information literacy.

Assist in the development and review of library practices, processes and programming with an emphasis on service enhancement and efficiency.

Ensure compliance with library policies, procedures and processes including adherence to purchasing guidelines and accurate accounting of monies.

Assist with branch collection management and cataloguing.

## Work Experiences and Skills - essential

Highly developed interpersonal skills, with a strong focus on the provision of quality customer service.

Demonstrated relevant experience in a similar role or a role requiring a similar skill set.

Demonstrated substantial experience within a customer focused environment.

Demonstrated ability to navigate and use databases, internet and online resources, social media and digital technologies such as tablets and eReader devices.

Well developed time management skills so as to prioritise workloads and achieve service outcomes.

## Academic, Trade Qualifications and Other Licences - essential

Diploma of Library and Information Services.

Current C class driver's licence.

Current Confirmed Suitability for Child Related Employment from the Blue Card Services, Public Safety Business Agency (Working with Children Check).

## Recordkeeping

In accordance with Council's recordkeeping guideline, ensure that full and accurate records are made of all business transactions conducted on behalf of Council and that these records are appropriately kept and stored in the appropriate corporate information management systems.

## Health, Safety and Environment

Ensure your safety and that of your work colleagues at work whilst complying with Council's workplace health and safety policies, procedures and practices. At no time are you to perform work duties in an unsafe manner. You must always ensure all risks associated with your work tasks are identified and control actions are implemented before work commences.

## Work Location

You may be required to perform your role from any work location within the region.

## Diversity Undertaking

You may be required to carry out duties outside the specific responsibilities within the limits of your skill, competence and training.

## Organisational Expectations

### Our mission

We will serve the community to create a region of opportunity and a vibrant lifestyle, while focussing on excellence and sustainability.

### Our values

Council proudly upholds the following values in its daily operations with customers, external partners and staff:

- Respect
- Service
- Integrity
- Teamwork
- Sustainability

#### Respect

##### *starting point*

- We listen to people
- We treat people fairly and consistently
- We embrace diversity and opinions
- We treat others as we wish to be treated

#### Service

##### *this is what we do*

- We seek to understand the needs of those we serve
- We strive to exceed expectations
- We communicate clearly
- We take a positive approach
- We are proud to serve our community

#### Integrity

##### *how we do it*

- We are ethical and honest
- We take responsibility for our actions
- We act within statute and law
- We take pride in the manner in which we perform our duties

#### Teamwork

##### *working together*

- We promote a friendly, supportive work environment
- We inspire and encourage innovation
- We develop and maintain relationships
- We work collectively to achieve common goals
- We work collaboratively with our community and external partners

#### Sustainability

##### *outcome*

- We focus on the future
- We respect the environment
- We demonstrate leadership by example