

# Role Description



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

**Position Number**      **LIB375**

## Purpose of Role

Support the delivery of contemporary and dynamic library systems, technologies & electronic services (eServices), to achieve high-quality user and customer experiences.

## Specific Responsibilities

Maintain and update library systems and technologies including but not limited to: website; e-book platforms; information databases; web catalogue; bookings and event calendar.

Provide support in the development and delivery of library systems, technology and eServices projects.

Provide reporting to enable the analysis and evaluation of library systems, technologies and eServices outcomes.

Support the identification and evaluation of emerging technologies to enhance services and meet business priorities.

Provide support in the skilling and competency development of libraries' staff in their understanding, use and promotion of library systems, technologies and eServices provision.

## Work Experiences and Skills – essential

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

Demonstrated experience and knowledge of library electronic resources, technologies, practices and procedures.

Demonstrated understanding of project management principles, to enable effective contribution to the successful delivery of Library Systems and eServices projects.

Well developed people and relationship skills with demonstrated ability to work in a team environment, contributing to a positive work environment with a strong focus on provision of quality customer service.

## Academic, Trade Qualifications and other Licences – essential

Tertiary qualification in library and information science, information systems or other relevant field.

Current C class driver's licence.

## 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 perform 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	Service	Integrity	Teamwork	Sustainability
<i>starting point</i>	<i>this is what we do</i>	<i>how we do it</i>	<i>working together</i>	<i>outcome</i>
<ul style="list-style-type: none"> <li>▪ We listen to people</li> <li>▪ We treat people fairly and consistently</li> <li>▪ We embrace diversity and opinions</li> <li>▪ We treat others as we wish to be treated</li> </ul>	<ul style="list-style-type: none"> <li>▪ We seek to understand the needs of those we serve</li> <li>▪ We strive to exceed expectations</li> <li>▪ We communicate clearly</li> <li>▪ We take a positive approach</li> <li>▪ We are proud to serve our community</li> </ul>	<ul style="list-style-type: none"> <li>▪ We are ethical and honest</li> <li>▪ We take responsibility for our actions</li> <li>▪ We act within statute and law</li> <li>▪ We take pride in the manner in which we perform our duties</li> </ul>	<ul style="list-style-type: none"> <li>▪ We promote a friendly, supportive work environment</li> <li>▪ We inspire and encourage innovation</li> <li>▪ We develop and maintain relationships</li> <li>▪ We work collectively to achieve common goals</li> <li>▪ We work collaboratively with our community and external partners</li> </ul>	<ul style="list-style-type: none"> <li>▪ We focus on the future</li> <li>▪ We respect the environment</li> <li>▪ We demonstrate leadership by example</li> </ul>