

**A THRIVING REGION OF OPPORTUNITY WHERE OUR COMMUNITIES
ENJOY A VIBRANT LIFESTYLE**

Library Officer

Division	Community and Environmental Services	Department	Cultural Services
Reports To	Senior Library Branch Leader /Library Branch Leader	Direct Reports	No

Position Purpose

Support the daily operations of a branch library, delivering quality service outcomes to library customers.

Key Responsibilities and Outcomes

Operational

- Assist with overseeing routine branch operations to ensure customers' needs are met through positive service experiences, resolving customer and procedural issues.
- Provide customers with positive service experiences through a sound knowledge of library collections, resources and procedures
- Oversee library team members and roster and prioritise routine work tasks.
- Assist in the development of the skills, knowledge and capacity of team members in the provision of routine library services.
- Develop, promote and deliver library programs and provide customers with well-developed reference services and reader advisory assistance.
- Support the development and review of library processes, procedures and branch programs and assist with branch collection management.

Values

At Moreton Bay Regional Council, we are on a journey to creating a great culture. Our values shape the way we behave and how we interact with each other to deliver the best service to the community. The safety of you and the community is our number one priority and we are all responsible for creating an inclusive, safe workplace and protecting our environment. As a team member, you will take individual accountability for demonstrating the values, expectations and behaviours.

Decision Making

Budget - Nil

Delegations - Delegations under the *Local Government Act 2009* and as directed and published in Council's Delegation Register.

Knowledge & Experience

- Well-developed interpersonal and time management skills, with a focus on the provision of quality customer service.
- Demonstrated relevant experience in a similar role or a role requiring a similar skill set.
- Demonstrated relevant 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.



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Qualifications

- Tertiary qualification in Information and Cultural Services or other relevant fields.
- Current Confirmed Suitability for Child Related Employment from the Queensland Commission of Children and Young People (Working with Children Check) or ability to confirm suitability within two months of engagement.
- Current C class drivers' licence.

This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct employees to perform other duties at their discretion.