

# Library Officer

## Position Description

<b>Directorate</b>	Community and Environmental Services	<b>Department</b>	Cultural Services
<b>Reports To</b>	Senior Library Branch Leader /Library Branch Leader	<b>Direct Reports</b>	No
<b>Queensland Local Government Industry Award - State 2017 - Stream</b>	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	<b>Moreton Bay Regional Council Certified Agreement 2022 EBA5 Wage Level</b>	Schedule 1, Level 3

### Position Purpose

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

### Key Responsibilities and Outcomes

As a Library Officer you will:

- 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.

### Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a team member you will take individual accountability for demonstrating the values expectations and behaviours in this role.

**SERVICE**

**TEAMWORK**

**INTEGRITY**

**RESPECT**

**SUSTAINABILITY**

<b>Decision Making</b>	
<i>Budget</i>	NIL
<i>Delegations</i>	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

<b>Knowledge &amp; Experience</b>
<ul style="list-style-type: none"> <li>• Well-developed interpersonal and time management skills, with a focus on the provision of quality customer service.</li> <li>• Demonstrated relevant experience in a similar role or a role requiring a similar skill set.</li> <li>• Demonstrated relevant experience within a customer focused environment</li> <li>• Demonstrated ability to navigate and use databases, internet and online resources, social media and digital technologies such as tablets and eReader devices.</li> </ul>

<b>Qualifications</b>
<ul style="list-style-type: none"> <li>• Tertiary qualification in Information and Cultural Services or other relevant fields.</li> <li>• Current Confirmed Suitability for Child Related Employment from the Queensland Commission of Children and Young People (Working with Children Check).</li> <li>• Current C class drivers' licence.</li> </ul>

*Note: 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 team members to perform other duties at their discretion.*