Position Description
01516 – Library Officer – Local History

About Council
The City of Onkaparinga is South Australia's largest metropolitan council with just over 10 per cent of the state's population and is continuing to grow rapidly. We are a high performing; responsive, innovative organisation that meets our communities' needs and strives to achieve excellence in all areas. We are an equal opportunity employer and employ people who share our passion for creating a better place to live and work. Our professional and friendly workplace offers a great working environment in which individuals are accountable and supported to continually develop to be the best they can be.

Workplace Health Safety and Return to Work
We are committed to a healthy safe work environment, including systems of work, plant, equipment and substance management that minimises the risk of injury or illness while at work.

Equity and Diversity
We aim to provide a workplace environment committed to the delivery of equity and diversity principles and procedures and other workplace regulations.

Customer Experience
Our goal is to consistently deliver an exceptional experience to both our internal and external customers. We do this by personalising our interactions, building trust and understanding, demonstrating teamwork, going above and beyond and continually seeking feedback to improve.

Our Values and Behaviours
In the workplace organisational values support the culture of our organisation. They are the 'glue' that brings us all together to support our corporate goals.

Summary

Position title:	Library Officer – Local History	**Classification level:**	MOA Level 3
Section/Division:	Libraries, Customer Relations and Recreation / Strategy, Engagement and Community	**Reports to:**	Team Leader Collection Management and Library Services
Direct reports:	Nil		

Position Overview

The Library Officer – Local History is responsible for providing a high quality, customer focussed service in line with the City of Onkaparinga library quality service standards. A major focus is:

- developing and curating the library's Local History Collection with a focus on the collecting of today's history
- collaborating with relevant staff and partners to plan and deliver effective Local and Family History related activities, exhibitions and tours that meet the information and literacy needs of the community
- providing an expert reference service for local and family history enquiries for Onkaparinga Libraries.

Key Relationships / Interactions

The Library Officer – Local History is required to have strong working relationships with the Team Leader Collection Management and Library Services, Local History staff, all City of Onkaparinga library staff, Local history groups within our city and relevant staff within Public Library Services.

Workplace Health Safety and Return to Work Responsibilities

- Take reasonable care for the health and safety of oneself and others.
- Adopt work practices that support our WHS management system and approach.

Financial Responsibilities

Nil

Special Requirements

While the initial appointment is to Noarlunga library, appointment is to the City of Onkaparinga Libraries and placement of rostered work at other branches may be required. Regular rostered evening and weekend hours will apply.

- The successful applicant must possess and provide a Department of Human Services (DHS) 'Cleared' Working with Children Check prior to offer of employment.
- The successful applicant must be prepared to undertake Child Safe Environment training.
- The successful applicant must hold a current South Australian drivers licence Class "C".

Position Accountabilities

The Library Officer is responsible for:

- Providing an expert reference service for local and family history enquiries for Onkaparinga Libraries.
- Collaborating with relevant staff and partners to plan and deliver effective Local and Family History related activities, exhibitions and tours both in person and online that meet the information and literacy needs of the community.
- Assist in the development of local agreements and operating models within Council and with relevant organisations that extend the reach of the Local History Collection.
- Ensuring compliance with copyright requirements in accordance with Copyright Act 1968 (Cwlth).
- Developing and curating the Library's Local History Collection with a focus on the collecting of today's history.
- Administering the digital asset database and associated metadata.
- Contributing effectively to a culture of quality internal and external customer experience in line with our corporate approach and delivering face to face customer service to ensure that customer information and literacy needs are met.
- Actively promoting the library, its collections, activities, eSmart and other initiatives and services through customer engagement and displays.
- Providing operational leadership support with follow up and communication to people leaders regarding issues with facility management and day to day library activities and functions.
- Contribute to the training of new staff, work experience placements and volunteers.
- Supporting customers in accessing and using online resources and technologies including internet, library catalogue and online databases, PC booking system, and other resources as required.
- Work in collaboration with other team members to deliver effective library services where relevant including:
    - A particular library service/function
    - Activities and programs
    - Collection management tasks that support the quality of the collection
    - Digital literacy to support customers understanding and skills relating to eResources
- Contributing positively to harmonious working relationships, team development and effective communication by seeking and sharing accurate and relevant information.
- Organising and prioritising own workload, tasks and problem solving within established guidelines to deliver materials by required deadlines.
- Achievement of agreed personal and team performance measures, with effective and timely reporting.
- Actively participate in and support continuous improvement processes and positively contribute to workplace change.

Selection Criteria

Technical Knowledge & Experience	• Experience in organising, preserving and managing local history and archival materials.	Essential
	• Experience in planning, developing, promoting and delivering local and family history related activities in a public library or similar environment.	Essential
	• Comprehensive knowledge and experience of the development and curation of Local and Family History Collections.	Essential
	• Comprehensive knowledge and experience in determining the significance of resources as they relate to Local and Family History.	Essential
	• Well-developed knowledge of Local and Family History resources including relevant databases, records and websites (e.g. Find My Past, Ancestry Library Edition, Birth Deaths and Marriages Registers and Trove).	Essential
	• Proven ability and desire to train and develop staff and customer skills in local and family history research tools.	Essential
	• Knowledge and experience in cataloguing metadata using Dublin Core.	Essential
	• Demonstrated competence in library computer systems (Symphony).	Essential
	• Demonstrated enthusiasm and commitment to the role libraries play in supporting all forms of literacy and lifelong learning.	Essential
	• Knowledge of the role of public libraries in ensuring equitable and safe access to the internet and associated resources, and a capacity to foster the smart, safe and responsible use of digital resources.	Essential
	• Sound search retrieval skills in the use of the Internet and online databases.	Essential
	• Sound knowledge and demonstrated competencies in OneCard network policies and procedures.	Essential
	• Sound knowledge of the concept of digital inclusion and the library's role in helping bridge the digital divide in the community.	Essential
	• Demonstrated experience in delivering one or more library services within the library or externally.	Essential
	• Manage time, plan and prioritise projects and tasks and organise work to meet deadlines.	Essential
	• Demonstrated ability to utilise initiative and flexibility when applying policies and procedures.	Essential
	• Proven ability and desire to train and develop staff and customer skills including an understanding of adult learning styles.	Essential
	• Experience in providing supervision of volunteers.	Desirable
Collaboration & Communication	• Demonstrated understanding of the fundamentals of effective team based working environments, including	Essential

	effective communication and how to facilitate a positive working environment. • Skills to negotiate, gain co-operation from others, including customers and staff. • Listening skills, and the ability to recognize non-verbal messages. • Organisational and time management skills and good attention to detail.	 Essential Essential Essential
Customer Service & Continuous Improvement	• Demonstrated commitment to a culture of quality internal and external customer experience in line with City of Onkaparinga customer engagement standards. • Demonstrated commitment to teamwork and the maintenance of a supportive work environment. • Demonstrated commitment to customer service and continuous improvement. • Ability to work within agreed timelines. • Proven ability to work for an extended length of time in a face-to-face customer service role.	Essential Essential Essential Essential Essential
Corporate	• Working knowledge of the Microsoft Office suite and use of corporate technology. • Application of equity and diversity principles, WHS and Injury Management procedures and participative work practices. • Competent in using library information technology applications, equipment, and basic troubleshooting skills for library IT resources (e.g. Symphony (Library Management System), Event Management Software (Eventbrite), Print Management Software, and associated applications (Libby, Libraries SA, BorrowBox). • An understanding of Council's operations, procedures, values and objectives and working within a corporate environment. • Demonstrated ability to exercise operational responsibility for facility management and operations in line with agreed corporate practices. • Sound knowledge in the use of online technologies to enable the delivery of virtual library services e.g. Online Webinars.	Essential Essential Essential Essential Essential Desirable
Qualifications	• Appropriate qualifications and eligibility for professional membership of ALIA (Australian Libraries and Information Association).	Desirable
Government	• Experience working in a government environment.	Desirable

Corporate Systems and Information Assets

Manage projects and business activities to ensure that all corporate information and records are captured and managed in the appropriate corporate systems in accordance with the organisation's corporate policies and procedures on information governance and records management (electronic and physical).

Policy and Procedure

Adhere to council policies, procedures, guidelines and standards, in particular, but not limited to, our Organisational Values and Code of Conduct for Employees, Procurement Policy, Public Interest Disclosure and the following procedures: Employment in Addition to Council, E-Communication, Management of Unsatisfactory Performance and Unacceptable Behaviour.

Performance and Development Review Process

The City of Onkaparinga is committed to a performance and development management process (PDP). A well-functioning performance and development review process is a critical part of our organisation's drive to attain and sustain organisational and individual excellence. This is a mandatory activity for every employee in the organisation to ensure that each individual is provided the best opportunity to succeed. In addition to performing your role in accordance with this job description, there are primary and secondary goals defined within the PDP process which will be used to measure annual performance and delivery against expectations.

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the organisation may require you to carry out any duties which are within your skills and competence.

Employee Signature	**Date**
Team Leader / Manager Signature	**Date**