

Position Title	Library Programs Officer	Salary	Level 3
Directorate	Community	Conditions	City of Palmerston Enterprise Agreement 2020
Business Unit	Library Services	Employment Type	Full-time (38 hours per week)
Reports To	Library Community Engagement Coordinator	Duration	On-going
Direct Reports	Nil	Position Number	P3020

This Position's Commitment to the Community

City of Palmerston's vision is to create 'A Place for People', where we focus on our strengths to ensure our City thrives into the future.

Our community is at the centre of everything we do. In achieving this we contribute to the vision where:

- Palmerston is a welcoming vibrant family city that fosters diversity and unity.
- In Palmerston, everyone belongs; and
- In Palmerston, everyone feels safe.

Our vision recognises the importance of valuing and investing in the natural environment, balancing economic imperatives, and focusing on innovation to enable social transformation in our City. The Community Plan highlights the priorities for achieving these outcomes.

Our Customer Charter

City of Palmerston is committed to our customer charter and all employees are expected to uphold this commitment within their role.



Position Context

Reporting to the Library Community Engagement Coordinator, the Library Programs Officer is responsible for participating in the daily provision of excellent library services and programs that contribute to the delivery of the City of Palmerston Community plan including the following:

- Developing and delivering engaging and contemporary library programs to the community
- Implementing library marketing and promotional activities
- Participating in daily library operations including circulation desk shifts and shelving

Position Objective

To assist in delivering a timely, professional, customer and community focused library and information service for the City of Palmerston, with a focus on delivering innovative and engaging children's, youth, and adult programs.

Key Duties and Responsibilities

- Undertake collaborative program development and delivery including age specific programs for identified groups including, children, youth, adults, and seniors.
- Preparation of program materials and resources and the implementation of marketing and promotion.
- Monitor and report on program and usage statistics, locations, and service requirements of participants.
- Participate in and support other Library activities, and general customer service for example circulation services, computer instruction and basic reference.



POSITION DESCRIPTION

- Provide a timely, professional, customer focused library service, which may include supervision of circulation activities during evening or weekend hours.
- Maintain order of library collections through shelving, shelf reading, reader requests, weeding, mending and repairs
- Will be required to work on evening and weekends
- Other duties as directed

What Council is looking for

- Demonstrated skills and experience in program development and delivery.
- Demonstrated strong interpersonal, communication and team-based skills
- Display outstanding customer service skills with the ability to deliver exceptional customer service
- Demonstrated experience in the use of office software packages, internet, and electronic resources.
- Ability to work independently and exercise initiative in the application of established work procedures.
- Current C Class NT driver's license
- Current Ochre Card
- Experience in library environments
- Current First Aid certificate

Further Information

Successful applicants will be required to prove their eligibility to work in Australia, their possession of a Class C Drivers Licence and undergo a criminal history check prior to City of Palmerston's employment offer being confirmed.