
POSITION TITLE:	Senior Library Services Officer	POSITION NO:	2049
EMPLOYMENT TYPE:	Permanent Full Time		
CLASSIFICATION:	Level 3		
CERTIFIED AGREEMENT:	Officers – 2020	AWARD:	QLGIA
DEPARTMENT:	Community		
SECTION:	Library Services		
REPORTS TO:	Librarian		

ORGANISATIONAL VALUES: ACHIEVE

Accountability - We accept responsibility for our actions and decisions in managing the regions resources.

Community - Building partnerships and delivering quality customer service.

Harmony - Our people working cooperatively to achieve common goals in a supportive and safe environment.

Innovation – Encouraging an innovative and resourceful workplace.

Ethical Conduct – We behave fairly with open, honest and accountable behaviour and consistent decision-making.

Vision – This is the driving force behind our actions and responsibilities.

Excellence – Striving to deliver excellent environmental, social and economic outcomes.

1. PRIMARY ROLE

To Supervisor staff and otherwise assist in providing a high quality Library and Information Service that is responsive to community needs and provides for the information, recreational and cultural needs of the South Burnett Region Communities.

2. KEY RESPONSIBILITIES

Key duties and responsibilities may include, but are not limited to:

1. Supervise and coordinate the employees, trainees, volunteers and work experience students of the Wondai Library, and other South Burnett Libraries as required.
2. Provide technical and administration assistance to the Librarian and Regional Librarian regarding professional networking, collection development, strategic planning and reporting, new services and programs, and budget monitoring.
3. Provide excellent customer service to all library clients, and to all internal and external customers, including liaising with library staff throughout the region.
4. Provide information and reference assistance to library clients with the use of the public access catalogue, public access computers and library collections.
5. Shelve library items and maintain the physical appearance of the library.
6. Process library materials, including basic cataloguing and maintain repairs on library materials.
7. Contribute to the development and maintenance of the library database.
8. Facilitate library programs as required, including story time and rhyme time sessions, school visits, book clubs, and library tours.
9. Effectively and proactively perform as a member of both the immediate team and corporate team, including willingness to assist outside the direct area of responsibility, including the contribution to continuous improvement of Council's policies and processes.
10. Lead and maximise the performance of the Wondai Library team, including undertaking performance reviews.

11. Complete additional activities and reasonable directions given by management.

3. ACADEMIC, TRADE QUALIFICATIONS AND OTHER LICENCES - MANDATORY

- Minimum requirement of a current C Class driver's licence.
- Certificate III in Library and Information Services (desirable).

4. KEY SELECTION CRITERIA

1. Demonstrated supervisory and coordination skills, with the ability to display initiative, establish work priorities and meet deadlines.
2. Demonstrated excellent customer service skills, and well developed oral and written communication skills.
3. Demonstrated prioritisation and organisational management skills.
4. Demonstrated knowledge of the principles and practices of contemporary and best practice library and information services.
5. High level of keyboard and computer skills including sound working knowledge of the Microsoft Office Suite and the Library Management Systems/ library related technology.

WORKPLACE HEALTH AND SAFETY

The employee will comply with their health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Workplace Health and Safety Management System Plan. Employees will also comply with: -

- Their health and safety duties as stated in Councils procedure titled Work Health and Safety Duties and Responsibilities.
- Instructions given by the manager and/or supervisor in respect of the health and safety of themselves and other persons.

CUSTOMER SERVICE

The employee will provide excellent customer service to internal and external customers.

FRAUD, CORRUPTION AND RISK MANAGEMENT

- Report any risks identified (including fraud and corruption) in the performance of duties and responsibilities related to routine day to day activities and special projects.
- Participate and contribute to the conduct of a documented risk assessment that includes fraud and corruption prevention, evaluation, analysis and mitigation of Council's risk exposure.

INTELLECTUAL PROPERTY

Security of Council information viewed or accessed during the performance of duties is contained in the provisions of the Employee Code of Conduct. Subsequently, employees are required to ensure the security and appropriate intended use of Council information at all times.

AUTHORISATION	
General Manager Community: Peter O'May	Signature: 