

Library Officer

Our vision

Together, towards an even better lifestyle.

1. Position details

Directorate:	Community and Lifestyle	Level: 2 to 3
Reports to:	Manager Libraries	
Supervision of:	Nil	
Significant Working Relationships:	Coordinator Library Services Community, business and agency stakeholders Directorate team members Key internal stakeholders	

2. Position summary

This position is responsible for delivering a high quality, customer-focused library service that is courteous, efficient and effective.

3. Community strategic objectives



4. Our values

Teamwork - We are a united team who works together towards a common goal.

Integrity - We are empowered and accountable when making decisions.

Leadership - We are adaptable and responsive in our leadership.

Excellence - We are committed to an exceptional customer experience.

Respect - We are respectful of our history and work together to build our future.

5. Key duties and responsibilities

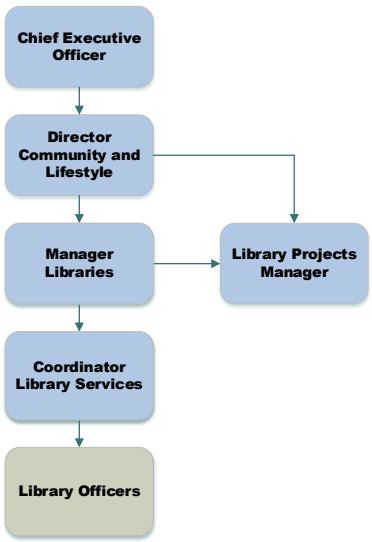
Key functions	Specific duties
Library	• Deliver inclusive and innovative customer focused library service as a Customer Service Officer. • Assist with libraries issues, returns, holds, research, sourcing information and other customer enquiries. • Assist customers access online services and information using online and digital technology. • Assist with planning, development and delivery of library programs including Rhyme time, Story time and other community programs. • Assist with collection management including catalogue and delivery of physical and digital items to customers. • Assist with library operations and administrative process. • Follow procedures and guidelines and contribute to the review and testing of operational workflows and processes.
Other	• Reasonable duties commensurate with classification level. • National Crime Check. • Working with Children check. • Current “C” Class Drivers Licence.
Organisational	• Work in accordance with the Shire’s Work Health and Safety and risk management principles. • Work in accordance with the Shire’s defined Equal Employment Opportunity and Anti-discrimination legislation, procedures and principles. • Create and capture records of work activities in line with policies and procedures. • Contribute to ensuring a cohesive team approach where knowledge is shared and there is a demonstrated commitment to continuous

	improvement and self-development and participate in annual performance appraisal. • Adhere to the Shire's Code of Conduct, policies and management practices as amended from time to time. • Contribute to the attainment and development of strategic plan outcomes, strategies and actions.

6. Extent of authority

Operate under the general direction of the Manager Libraries and Coordinator Library Services within the Shire procedures, guidelines and practices and Council policies.

7. Your team



8. Position selection criteria

Essential

1.	A high level of interpersonal and communication skills, both oral and written.
2.	Demonstrated commitment to deliver excellent customer service.
3.	Proven ability to be organised, show initiative, think analytically and problem solve.
4.	Demonstrated ability to follow instructions, procedures and policies as they apply to the position.
5.	Comprehensive research and information technology skills.
6.	Demonstrated ability to plan and deliver library programs including Storytime, Rhyme time and other community programs.
7.	Library information qualifications or equivalent and/or be willing to take up library studies in the future.

Desirable

1.	Experience working within a public library environment
2.	Sound understanding of current and emerging library trends