



# Position Description

<b>Title:</b>	<b>Library Experience Officer</b>
<b>Classification:</b>	General Officer Schedule Level 1
<b>Department:</b>	Library Services
<b>Current Occupant:</b>	Vacant
<b>This Position Reports To:</b>	Library Administration Officer
<b>Reporting To This Position:</b>	None
<b>Location:</b>	Nuriootpa Library
<b>Date Last Reviewed:</b>	January 2025
<b>Approved by:</b>	Director Development and Community Services

## Corporate Objectives

All Employees of Council contribute to Council's strategic goals and objectives. The Barossa Community Plan 2024 – 2044 lays the foundation for all strategic decisions made by Council and is supported by a Corporate Plan. The Community Plan provides a clear strategic direction across a range of areas, as well as serving as an overarching guide to measure our decision making and successful delivery of service. The Community Plan shows commitment to the values of Land and Place, Community, Leadership and Achievement with targets that reflect five key themes:



Our Environment



Our Council



Our Economy



Our Community



Our Places

## Customer Service

Council values its customers and strives to provide the right people, efficient processes and systems to deliver a quality customer experience. Every role within Council serves an internal or external customer and we are committed to ensuring that customers are at the centre of everything we do.

## Staff Values and Vision

Our organisational culture is built upon our values of *Inclusiveness*, *Progression* and *Resilience*, with our ultimate vision being that 'Our service uplifts our community'.

**Inclusive**

We approach our work with a collaborative and respectful mindset.

**Progressive**

We show curiosity and explore sustainable and innovative ways of working.

**Resilient**

We are receptive and responsive to growth and change.

## Position Overview

This position assists members of the community to make the best use of Council's Library Service by guiding their access to Library resources and services and undertakes Library duties in an efficient and professional manner, to promote the image of The Barossa Council Library Services.

## Key Responsibilities

### Library services

- Support a range of prompt and effective Library services as required.
- Support the delivery of services in accordance with Council policies and processes to ensure delivery of consistent customer service activities.
- Work with team members within established processes to deliver quality service delivery and effective Library services.
- Undertake issues and returns, assist with customer enquiries, routine shelving duties, basic item processing and assist with programs and events as required within Council Library Branches.
- Assist customers to utilise information technology including the use of the internet, social media, general hardware and software, troubleshoot equipment, and assist with photocopying as required.
- Assist in maintaining the Library's professional image by:
  - maintaining public areas and ensuring they remain welcoming and tidy;
  - maintaining displays and Library shelving; and
  - following signage and promotional material standards.

### Other

- Flexibility to work evenings and weekends in accordance with roster requirements.
- Flexibility to work under supervision at all Barossa Council Libraries.
- Undertake other duties associated with the position as required.

## Authority, Responsibility and Accountability

### The Library Experience Officer is authorised to:

- Work under supervision and within the scope of relevant legislative requirements and processes.
- Work within the scope of Council policies and processes.

### The Library Experience Officer is responsible to:

- Ensure all work is undertaken in accordance with relevant legislation and within delegated authority.
- Maintain compliance with and awareness of all Council/Administrative Policies.
- Maintain compliance with and awareness of all Risk Management systems including Work Health Safety (WHS), Injury Management and Return to Work to ensure safety and welfare of self and others in the workplace.
- Undertake duties as a Worker in accordance with obligations under the Work Health and Safety Act 2012.
- Deliver a quality customer experience in accordance with Council's Customer Service Charter.

### The Library Experience Officer is accountable to the Library Administration Officer for performance primarily determined upon:

- Achievement of key responsibilities as outlined in this position description to contribute to and support Council's Corporate Plan, Annual Budget and Business Plan and Department Plans.
- Achievement of actions as detailed in Performance Partnering (PP).
- Relationship with internal and external customers.

- Achievement of quality, cost effective and timely outcomes of projects and programs.
- The nurturing and development of a participative environment where staff at all levels are encouraged to contribute to the development of a productive and rewarding organisation.

## Position Competency Profile

Position competency profiles are assessed on an annual basis via a Training Needs Analysis and during Performance Partnering.

<b>Knowledge and Skills</b>	<p><b>Specialist/Technical Skills and Knowledge</b></p> <ul style="list-style-type: none"> <li>• Sound knowledge of customer service principles.</li> <li>• Developing knowledge of library operations and services.</li> <li>• Sound computing skills, basic trouble shooting skills, knowledge of the internet, social media and use of office equipment.</li> </ul> <p><b>Local Government</b></p> <ul style="list-style-type: none"> <li>• Developing knowledge of Council operations and services as relevant to the role</li> </ul>
<b>Personal Attributes</b>	<ul style="list-style-type: none"> <li>• Strong communication (written and verbal), presentation and engagement skills.</li> <li>• The ability to build and sustain positive working relationships with staff, people at all levels within the public and private sectors, related industry and community interest groups.</li> <li>• Highly attentive to detail.</li> <li>• Professionalism in the workplace, good negotiation and conflict resolution skills to navigate and resolve any organisational issues as arises.</li> <li>• Time management and organisational skills required to in order to plan and prioritise tasks and meet competing deadlines and objectives.</li> <li>• Applies understanding of effective research methodologies with the skills to put knowledge to practice.</li> <li>• Effective continuous improvement skills.</li> <li>• Intermediate ICT skills.</li> <li>• Facilitate high level customer service.</li> </ul>
<b>Corporate Applications</b>	<p>Essential</p> <ul style="list-style-type: none"> <li>• Microsoft Office Word, Excel, Outlook</li> </ul> <p>Desirable</p> <ul style="list-style-type: none"> <li>• One Card Network Sirsi Dynix</li> <li>• Pathway</li> <li>• Content Manager</li> <li>• Technology One</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>
<b>Experience</b>	<p>Desirable</p> <ul style="list-style-type: none"> <li>• Experience in a customer service delivery environment</li> <li>• Experience in a public library experience</li> </ul>

<b>Licences/Tickets</b>	<ul style="list-style-type: none"><li>• Drivers Licence (Class C) or ability to arrange transport between various facilities as needed</li><li>• Working with Children's Check (WWCC)</li><li>• Child Safe Environment (Mandated Notification) training is essential, or willingness to undertake training</li></ul>
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**Employee Signature**

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**Date**

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**Manager Signature**

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**Date**