Position Description

Senior Library Officer – Library Van

Mornington Peninsula Shire

About Us

Mornington Peninsula Shire Council is a workplace where you will truly belong. 85% of our team believe this is a great place to work. We champion flexible work, continuous learning, and a supportive culture for all. Our people are united by passion, respect, and a drive to advance our community's future.

Our Community Vision

Welcome (Wominjeka), we celebrate, protect and enhance our unique blend of coast, hinterland, Green Wedge, and heritage – fostering our diverse culture and connected villages, townships and community.

We are committed to supporting community groups, sustainable and balanced growth, a vibrant local economy, fit-for-purpose infrastructure, and ensuring a prosperous, safe, accessible and inclusive future for all.

Our Values	Integrity • Courage • Openness • Respect • Excellence
Diversity & Inclusion	We welcome everyone and are committed to creating an inclusive workplace. This includes, but is not limited to, First Nations peoples, people with disability, LGBTIQA+ people, people from culturally and linguistically diverse backgrounds, migrants, carers, and people of all genders, ages, faiths, and lived experiences.
Why Work with Us	Flexible and hybrid working options Career development & learning opportunities Supportive, inclusive, and innovative culture

Serving Our Community

At Mornington Peninsula Shire Council, you will join people who take pride in their local area and are enthusiastic about creating positive change.

Customer Commitment	We make it easy • We serve consistently • We respond proactively
Environmental Commitment	We protect and enhance our Mornington Peninsula's natural environment.
Commitment to Children	We create safe, welcoming spaces for all young people to thrive.

Capabilities

Our Future Capabilities Framework identifies the key capability development areas we are all committed to developing.



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Position Details

Role Title	Senior Library Officer – Library Van		
Unit / Directorate	Community Services / Communities		
Location	Required to work across the Mornington Peninsula Libraries network, including all library branches and the library van, at locations throughout the municipality.		
Band	5 (Libraries)		
Reports to	Coordinator - Library Operations		
Type	☒ Full Time ☐ Part Time ☐ Casual ☒ Permanent ☐ Temporary / Contract	**Hours per week**	Up to 35 hours
Mandatory checks	National Police Record Check Working with Children Check Drivers Licence		
Position Requirements	Weekend work required		
Position Purpose	The Senior Library Officer – Library Van is responsible for supporting the delivery of mobile library services across the Mornington Peninsula, enabling equitable access to library collections, programs, technology and information in community settings. The role is responsible for overseeing the day-to-day operation of the Library Van (OLiV), including service planning, collection management, program delivery, route planning and evaluation, fleet management, stakeholder engagement, and the implementation of safe work practices.		

Your Role

As a Senior Library Officer - Library Van, you will coordinate the delivery of safe, efficient and customer-focused mobile library services across the municipality. As the key operational contact for the Library Van (OLiV), you will coordinate the day-to-day delivery of services, collections, programs and outreach activities in community settings.

The role is responsible for route coordination, fleet management, workplace health and safety, risk management, and ensuring the Library Van operates reliably and effectively. Working closely with internal and external stakeholders, you will help to promote equitable access to information, technology, collections, programs and services, while fostering welcoming and inclusive environments.

You will provide professional library expertise, support staff and volunteers, manage complex customer enquiries, and contribute to the delivery of high-quality library experiences through the Library Van and, where required, across library branches.

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What success looks like

- **Customer service and community outreach -** Exceptional customer experiences are delivered through responsive, inclusive and knowledgeable support, promoting equitable access to library collections, technology, programs and services. Library Van collections, outreach activities and programs are effectively coordinated and delivered, ensuring resources are well managed and accessible while creating engaging opportunities for learning, literacy, participation and community connection across the community.

- **Operational excellent and safety –** Library Van services are delivered safely, reliably and efficiently, with route scheduling, fleet and asset management, risk management and workplace health and safety requirements effectively coordinated to support consistent service delivery. Staff capability and confidence in the safe operation and delivery of Library Van services are strengthened through effective guidance, support and knowledge sharing.

- **Team contribution and service delivery -** A positive and collaborative team environment is fostered through effective teamwork, knowledge sharing and support of colleagues and volunteers. Flexibility, initiative and sound problem-solving are demonstrated to respond to operational challenges, adapt to changing service needs and support the consistent delivery of high-quality library services.

- **Collaboration and continuous improvement**– A positive and collaborative library and organisational culture is fostered through effective teamwork, knowledge sharing and adaptability. Service evaluation, reporting and continuous improvement activities are actively supported, contributing to informed decision-making, enhanced customer experiences and improved service outcomes.

Required Knowledge & Experience

- **Education, Skills & Experience –** Tertiary qualifications in Library and Information Management with eligibility for Associate membership of ALIA, and/or significant experience in a public library environment. Demonstrated ability to deliver library services across a range of community settings, including planning and coordinating operational activities, managing competing priorities, and applying workplace health and safety and risk management principles to support effective service delivery.

- **Customer Service Experience –** Extensive frontline customer service experience, with strong interpersonal skills and the ability to manage complex enquiries and challenging situations, with strong skills in negotiation and conflict management.

- **Written & Oral Communication –** Highly developed verbal and written communication skills are essential. The role requires the ability to communicate clearly and sensitively with people of all ages

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and diverse backgrounds, resolve customer issues effectively, and contribute to a positive team environment.

- **Technology & Information Literacy –** Demonstrated ability to use and support a range of IT applications, including library-related technologies. This includes troubleshooting, assisting customers with digital resources, and maintaining accurate data in library systems.

- **Initiative and Self-Management -** Demonstrated ability to work independently, exercise sound judgement and manage competing priorities while delivering services across branch, library van and community environments.

Role Capabilities

To succeed in this role, we require existing capabilities in the below core areas.

Capability	Description
Customer Centred	Put the customer and community at the centre of all actions and decisions. Delivers exceptional customer service at all times.
Communicate Effectively	Communicates openly and purposefully to build trust, engagement and alignment. Influences others for productive outcomes.
Continuous Improvement	Applies thinking and tools to continuously improve the effectiveness, efficiency and performance of work to deliver positive customer outcomes.
Vision & Strategic Foresight	Thinks ahead, stays open to new ideas and suggests ideas that support better ways of working and the future of the organisation.
Emotional Intelligence	Demonstrate emotional intelligence through the ability to recognise, understand and regulate one's own emotions, while recognising and responding appropriately to the emotions of others to foster positive and productive relationships, communicate effectively and build resilience.

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