

Position Description



Position Title:	Library Program Officer
Position Objective:	The purpose of the role is to provide high-quality and inclusive library programs and services to the community through effective program delivery, front line service delivery, and supporting day-to-day library operations as required.
Position Number:	6408
Business Unit:	Customer Experience
Directorate:	Business Excellence
Location:	Bairnsdale
Reports to:	Team Leader Library Operations
Supervises/Manages:	Nil
Employment Status:	Full time, ongoing
Award Classification:	Band 4 in accordance with East Gippsland Shire Council's Enterprise Agreement (EA) No 7
Salary Range / Hourly Rate:	\$69,815.72 - \$74,134.84 per annum + superannuation
Superannuation:	As per Superannuation Guarantee Legislation
Vehicle Provision:	Not applicable
Qualification Period:	Six months
Enquiries:	Team Leader Library Operations (03) 5153 9500
Date:	March 2026
Police check required:	Yes
Working with children check (employee type) required:	Yes
Pre-employment medical required:	No

Our Council Plan Vision

East Gippsland is an inclusive and innovative community that values our natural environment, puts community at the Centre of Council decision-making and creates the conditions in which communities can thrive.

Values

Creating a great place to work that delivers quality services to our customers and community



RESPECT

We treat all with courtesy and dignity

BEHAVIOURAL STATEMENTS

- Listening with a genuine intent to understand and inform decisions
- Treating each other with empathy, equity and kindness
- Acknowledging different views in decision making



INTEGRITY

We focus on taking the correct course of action

BEHAVIOURAL STATEMENTS

- Acting honestly and ethically
- Being open and transparent
- Building trusted connections



COLLABORATION

We build and maintain productive relationships

BEHAVIOURAL STATEMENTS

- Helping each other deliver our shared outcomes
- Being actively engaged and sharing information
- Being clear about roles and responsibilities



ACCOUNTABILITY

We are responsible for our actions and outcomes

BEHAVIOURAL STATEMENTS

- Being transparent in our decision making
- Accepting responsibility for our actions
- Delivering on our commitments

We are an Accessible and Inclusive Employer

East Gippsland Shire Council is committed to being a diverse and inclusive organisation that supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islander people, people who identify as LGBTIQA+, gender diverse people, religiously, culturally and linguistically diverse people and people of any age.

East Gippsland Shire Council is committed to upholding the Child Safe Standards and has a zero tolerance for child abuse and harm. To uphold these standards a valid working with children check is required to be held for applicable positions.

Healthy and Safe Work Environment

We are committed to continuous improvement in occupational health and safety (OHS) standards. It is a fundamental requirement of all employees to work in a manner that is safe and without risks to self and others and in accordance with relevant OHS legislation and Council's OHS policy.

Risk Management

All employees are required to contribute to the effective protection of Council in accordance with the Council's risk management policy and procedures. You must take reasonable steps to ensure you are aware of the inherent risks associated with your work and take appropriate action to minimise or eliminate such risks and comply with Council's Risk Management policy.

Emergency Management

This position is required to contribute to emergency management activities in the event of a declared emergency when required and directed by the supervisor/manager.

Position Objective

The purpose of the role is to support the provision of a quality and inclusive set of Library programs and services to the community through the implementation of a framework of operation this includes communications, promotions and procedures.

Key Responsibilities and Duties

Key Area	Responsibilities and Duties
Plan and deliver Library Programs	In collaboration with the library programs team assist in the design, delivery and evaluation of a broad range of activities, programs and other services for members of the community to assist in the development and support of lifelong learning.
	Liaise with relevant organisations and community groups to better understand and respond to the needs of the community.
	Provide support to the Team Leader Library Operations as Required
	Proactively promote Library services and programs to maximise community awareness and participation
Provide high quality customer service for library customers	Ensure the accurate circulation and shelving of the library collection.
	Follow established Library processes and procedures.
	Assist customers in a broad range of library services
	Assist with basic reference enquiries.
	Ability to perform well under pressure and use initiative
Provide relevant and accurate information to internal and external customers	Develop and maintain a working knowledge of the library management system.
	Access and interrogate the relevant databases and online services.
	Proactively seek relevant internal and external information.
Maintain professional presentation	Ensure lending materials are displayed appropriately.
	Ensure reception/foyer and work areas are presented in a professional manner.
Occupational Health and Safety	Responsible for adhering to relevant Occupational Health and Safety legislation and complying with Council's Occupational Health and Safety policy and procedures

	Understand and adhere to your responsibilities and accountabilities for Occupational Health and Safety within East Gippsland Shire Council as per the OHS Responsibility Procedure
General	Demonstrate the values of Respect, Collaboration, Integrity, Accountability
	Participate in and support a culture of positive change, quality and customer service within the organisation.
	Act in accordance with Council and management policies, relevant legislation and Council's Staff Code of Conduct.

Accountability and Extent of Authority

Responsible for the delivery of a broad range of library programs as required.

Responsible for the accurate provision of library services.

Responsible for the provision of accurate information to internal and external customers.

Judgement and Decision Making

The incumbent is required to make minor day to day decisions within guidelines.

The incumbent is expected to make recommendations to the library programs Team Leader with respect to the service and in particular library programs.

The incumbent is required to make suggestions in relation to the day-to-day operation and presentation of the workplace

Specialist Skills and Knowledge

Understanding of library procedures.

Effective computer literacy skills including a willingness to work with new technologies

An understanding of opportunities that can be provided to the community by the delivery of library programs.

Knowledge of the various needs within the community.

Problem solving skills.

Management Skills

Ability to display initiative.

Time management skills.

Ability to work with minimal supervision.

Ability to attend to multiple customer requests at a time.

Interpersonal Skills

Ability to relate to people of all ages and from the full socio-economic and multicultural spectrum

Excellent verbal communication skills.

Ability to gain cooperation and assistance from citizens and other employees.

Ability to apply conflict resolution skills.

Ability to present to a group

Qualifications and Experience

Required:

Understanding of community needs.

Experience in the delivery of programs to a range of demographic groups.

A current, valid Victorian driver's license.

Desirable:

Successful completion of Year 12.

Experience in planning and/or delivering programs or activities.

Experience working with a broad range of community members.

Background or understanding of Library industry.

Experience in working with children.

Behavioural Competencies

You create, lead and model a positive, solution-focused culture*

You ensure a culture of action and exceptional customer service*

You treat all people with courtesy and respect*

You consistently demonstrate and model our organisational values and behaviours*

** Further information on achieving these behaviours can be found in our Staff Code of Conduct.*

Key Selection Criteria

Ability to engage participants and encourage enthusiastic participation in library programs, particularly young people.

Demonstrated customer service skills.

Ability to understand and respond to diverse community needs.

Computer literacy skills including a willingness to work with new technologies.

Excellent interpersonal skills.

Demonstrated ability to use initiative.

Ability to work with people of all ages, abilities, and backgrounds, and adapt to their needs, including the ability to relate to and support young people (aged 12 to 24).

Valid Victorian driver's license.

Approval

APPROVED BY:

Patrick McNamara

Date: March 2026