



THSC Position Description

1. Position Details

Position Title	S0988 Development Officer - e-services & Systems
Team	Library Services
Group	Customer Community Services & Technology
Report To	S0986 Senior Coordinator - Library Collections and Digital Development
Number of Direct Reports	0
Max Grade	S11
Min Grade	S10

2. Organisational Values

Core Value	Expectation
Honesty	Sets an honest and ethical example for others to follow. This means acting truthfully, transparently and fairly and holding others accountable to do the same.
Integrity	Monitors confidentiality and guide others to respond to inappropriate conduct and conflicts of interest. This means facilitating a work environment that encourages reporting of inappropriate conduct and taking responsibility for own actions.
Loyalty	Commits to facilitating the delivery of best outcomes for the organisation. This means fulfilling the obligations of your role and leading by example.
Leadership	Knows own strengths and limitations and can develop them in others. This means taking action to put in place initiatives to coach and assist individuals and teams to apply their capabilities productively in the workplace.
Safety	Facilitates resources to implement safe work practices and act on reports of incidents and hazards immediately. This means taking action to provide resources to implement Workplace Health and Safety policies and procedures and make changes to improve safe work practices. Adheres to the responsibilities under Council's WHS Policy and WHS Responsibilities and Accountabilities Procedure.

3. Primary Purpose

This position is responsible for daily operational management of the library management system and is the first point of contact with the LMS vendor regarding upgrades & innovation. Responsible for the development, implementation and delivery of e-service initiatives in line with the library business plan as well as researching upgrades for the utilisation of leading edge emerging technologies, web based innovations and mobile technologies. Oversee the Acquisitions process and manage the day to day operations of the Acquisitions & Bibliographic Services Officer and Customer Service Officer Acquisitions.

4. Skills & Competencies

Item	Description
PLAN & PRIORITISE	Understands the strategic direction of Council and contributes to the delivery of team goals and outcomes.
FINANCE	Undertakes tasks and duties with a financially responsible approach.
TECHNOLOGY	Identifies ways to leverage technology to achieve better outcomes and uses corporate systems.
PROCUREMENT	Complies with Council's procurement guidelines.
FLEXIBILITY & CHANGE	Is flexible and able to adjust to changes in their working environment. Listens and takes action to make changes when provided with feedback. Can bounce back after setbacks and failures and use them as an opportunity to learn.
WORKING WITH PEOPLE	Can work as a member of a team and develop meaningful and productive workplace relationships.
COMMUNICATE & COLLABORATE	Can engage team members and internal stakeholders. Can tailor communication style to the needs of the audience, actively listens to others and provides input where



THSC Position Description

	appropriate. Develops respectful working relationships with team and colleagues.
INFLUENCE & NEGOTIATE	Influences and negotiates with other internal and external stakeholders from a position that is well informed of the key issues. Works towards mutually beneficial outcomes.
LEGISLATION & POLICY	Works within defined legislation and policies relevant to their role.

5. Duties

Manage the Library Management system ensuring all modules are configured for optimum efficiency for the delivery of customer service
Manage and develop the LMS interface for staff and customers ensuring it remains relevant and user friendly
Develop and manage content of the Library's website in consultation with Council's Communications and IT departments and DVO Community Engagement & Marketing
Ensure Library Management System is used to its full potential through on-going review, planning and application of enhancements, including API integration with new services.
Manage the use of EDI and similar interfaces to facilitate outsourced services
Develop and implement web services/transactions
Be the library's first point of contact for e-resource vendor access and support.
Facilitate training for staff and customers in the effective use of existing and new technologies. Assist in the training of new team members.
Oversee the Acquisitions process and manage the day to day operations of the Acquisitions & Bibliographic Services Officer and Customer Service Officer Acquisitions
Recommend system improvements and enhancements, seek out opportunities to improve processes & procedures
Develop, administer, analyse and report on surveys and statistical reports.
Develop, implement & report on assigned projects
Inform & update the library leadership team on new innovative technologies/service delivery methods.
Maintain and develop the library app.
Direct customer service as rostered
Actively maintain an awareness of developments in libraries nationally and internationally that may benefit THSC
Identify and develop solutions to complex issues within area of responsibility
Other duties specified by the supervisor/manager.
Resolve customer enquiries face to face, by phone and online.
Process customer transactions.

6. Risk Management

Act at all times in a manner which does not place at risk the work health and safety of themselves or any other person in the workplace. Be responsible and accountable for taking practical steps to minimise Council's exposure to risks insofar as is reasonably practicable within your area of activity and responsibility.
--

7. Qualifications and Accreditations

Degree or Post Graduate qualification or currently undertaking degree/post graduate qualification in Library & Information Studies coupled with relevant work experience.
Working With Children Check



THSC Position Description

8. Knowledge and Experience

Proven high level technology skills
Proven experience in applying new technologies in a Library environment
High level oral and written communication skills
Web maintenance skills
Significant experience in information service delivery
Ability to identify priorities, meet deadlines and manage projects efficiently and effectively under pressure
Proven experience in project planning and delivery
Highly developed customer service skills
Proven experience training internal and external customers.

A handwritten signature in black ink, appearing to read 'G. Walsh'.

Signature

20/9/2022

Date

Job Demands Checklist for: Development Officer - E-Services & Systems - Library

PHYSICAL DEMANDS	Definition	Freq.
1. Sitting	<i>Remaining in a seated position to perform tasks</i>	C
2. Standing	<i>Remaining standing without moving about to perform tasks</i>	C
3. Walking	<i>Floor type: even / uneven / slippery / indoors / outdoors / slopes</i>	F
4. Running	<i>Floor type: even / uneven/ slippery / indoors / outdoors / slopes</i>	N/A
5. Bending/Leaning Forward from Waist	<i>Forward bending from the waist to perform tasks</i>	C
PHYSICAL DEMANDS		
6. Trunk /Twisting	<i>Turning from the waist while sitting or standing to perform tasks</i>	C
7. Kneeling	<i>Remaining in a kneeling posture to perform tasks</i>	I
8. Squatting/Crouching	<i>Adopting a squatting or crouching posture to perform tasks</i>	F
PHYSICAL DEMANDS		
9. Leg / Foot Movement	<i>Use of leg and / or foot to operate machinery</i>	N/A
10. Climbing (stairs/ladders)	<i>Ascend / descend stairs, ladders, steps</i>	F
11. Lifting/Carrying	<i>Light lifting and carrying: 0 – 9kgs</i>	C
12. Lifting/Carrying	<i>Moderate lifting and carrying: 10 – 15kgs</i>	I
13. Lifting/Carrying	<i>Heavy lifting and carrying: 16kgs & above</i>	N/A
14. Reaching	<i>Arms fully extended forward or raised above shoulder</i>	F
15. Pushing/Pulling/Restraining	<i>Using force to hold / restrain or move objects toward or away from the body</i>	F
16. Head/Neck Postures	<i>Holding head in a position other than neutral (facing forward)</i>	N/A
17. Hand/Arm Movements	<i>Repetitive movements of hands and arms</i>	C
18. Grasping/ Fine Manipulation	<i>Gripping, holding, clasping with fingers or hands</i>	C
19. Work at Heights	<i>Using ladders, footstools, scaffolding, or other objects to perform work</i>	O
20. Driving	<i>Operating any motor powered vehicle</i>	O

FREQUENCY KEY:

C	Constant	Occurring continuously over a period of time
F	Frequent	Occurring or done many times at short intervals
I	Infrequent	Not occurring often, rare
O	Occasional	Occurring, appearing, or done infrequently or irregularly
N/A		Not relevant

SENSORY DEMANDS	Definition	Freq.
1. Sight	<i>Use of sight is an integral part of work performance, eg. Computer screens</i>	C
2. Hearing	<i>Use of hearing is an integral part of work performance, eg. Operating a telephone</i>	C
3. Smell	<i>Use of smell is an integral part of work performance, eg. Working with chemicals</i>	N/A
4. Taste	<i>Use of taste is an integral part of work performance, eg. Food preparation</i>	N/A
5. Touch	<i>Use of touch is an integral part of work performance</i>	F
PSYCHOLOGICAL DEMANDS		
1. Distressed People	<i>Emergency situations</i>	O
2. Aggressive & Uncooperative People	<i>Dementia, mental illness, drug or alcohol</i>	O
3. Unpredictable People	<i>Dementia, mental illness, drug or alcohol</i>	O
ENVIRONMENTAL DEMANDS		
1. Dust	<i>Exposure to atmospheric dust</i>	O
2. Gases	<i>Working with explosive or flammable gases requiring precautionary measures</i>	N/A
3. Fumes	<i>Exposure to noxious or toxic fumes</i>	N/A
4. Liquids	<i>Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</i>	N/A
5. Hazardous Substances	<i>Dry chemicals, glues, etc.</i>	O
6. Noise	<i>Environmental / background noise necessitates people to raise their voice to be heard</i>	N/A
7. Inadequate Lighting	<i>Risk of trips, falls or eyestrain</i>	N/A
8. Sunlight	<i>Risk of sunburn exists from spending more than 10 minutes per day in sunlight</i>	N/A
9. Extreme Temperatures	<i>Environmental temperatures are less than 15°C or more than 35°C</i>	N/A
10. Confined Spaces	<i>Areas where only one egress (escape route) exists</i>	N/A
11. Slippery or Uneven Surfaces	<i>Greasy or wet floor surfaces, ramps, uneven ground</i>	N/A
12. Inadequate Housekeeping	<i>Obstructions to walkways and work areas cause trips and falls</i>	O
13. Working at Heights	<i>Ladders / stepladders / scaffolding are required to perform tasks</i>	N/A

14. Biological Hazards	<i>Exposure to body fluids, bacteria, infectious diseases</i>	O
-------------------------------	---	---