

POSITION DESCRIPTION



Position:	Customer Experience Librarian		
Directorate:	Community	Unit:	Libraries
Classification/Grade:	F (E-4)	Hours of work:	14
Location:	Chatswood Library and branches	Role Requirements:	Weekend and evening shifts as required
Reports to:	Customer Experience Coordinator	Date Created:	July 2026

Willoughby

We are Willoughby City Council, a dynamic, diverse and future-focused local authority in the heart of Sydney. From the harbour and parklands to the latest in urban developments – we have it all. With a focus on sustainability, we pride ourselves on doing the right thing for our community who make Willoughby such a culturally rich place to work and live.

Role Purpose

Focuses on the delivery of outstanding customer service to the library community, including at the branch libraries, and via the home library service.

Key Accountabilities of the Position

- Ensure safety is your first priority
- Contribute to the ongoing development and implementation of Library strategic and business plans
- Ensure attendance of service point shifts when rostered, including as shift supervisor
- Undertake other duties, projects or tasks as directed and in line with relevant skills and competence.

Key Challenges

- Delivering consistent customer service across all locations, supporting high quality customer experiences and satisfaction
- Maintaining knowledge and skills required for changing library services and practices
- Developing and maintaining confidence with technology, digital equipment and online collections

Role Dimensions

- Manage day to day operations of the library location
- Participate in collection development and maintenance for library services.
- Supervise volunteers
- Contribute to the delivery of library services to the Home Library Service customers as required
- Contribute to the ongoing development and implementation of Library strategic and business plans

- Ensure attendance of service point shifts when rostered, including as shift supervisor at Chatswood Library
- Manage and liaise with community groups that meet at the library
- Contribute to the delivery of library events and programmes
- Ad hoc duties as directed by management where required.

Essential Criteria

Qualifications/Education

- Relevant tertiary qualifications in library/Information Science as recognized by A.L.I.A. or equivalent relevant qualifications.
- Working with Children Check.
- Current Class C Driver licence.
- First aid certificate

Skills/Knowledge/Experience

- Public library experience
- Experience working with public library technology and collections and the ability to troubleshoot and resolve issues.
- High level competence using a library management system for customer service.
- Demonstrated commitment to quality customer service and continuous improvement,
- Ability to work as part of a team and independently with minimal supervision.
- Excellent interpersonal and communication skills.
- Good organisational and time management skills with ability to prioritise and schedule own work.
- Understanding of contemporary library services.
- Strong commitment and proven ability to provide quality customer service and work with customers from diverse backgrounds
- Awareness of and commitment to the principles of Work Health and Safety (WHS) and a commitment to attend relevant training.
- Awareness of and commitment to the principles of Equal Employment Opportunity (EEO).

Desirable Criteria

- Understanding and knowledge of the range of communities across the LGA.
- Experience working in Local Government

Organisational Responsibilities

At Willoughby City Council all employees are to observe and commit to our Corporate Direction and Aspirations (*copy attached in following page*).

All employees are expected to understand and undertake all work in accordance with relevant Council policies and procedures including, but not limited to, Code of Conduct, Fraud and Corruption, Records Management and WH&S including as varied, changed or revoked by Council.

Employee Declaration

I have read and understand the expectations and accountabilities set out in the Position Description.

Employee Name:

Date:

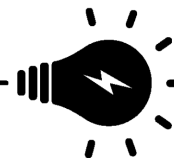
Signature:

WHERE YOU CAN



Our Corporate Direction and Aspirations:

INSPIRED PEOPLE INSPIRED PERFORMANCE



OUR PURPOSE

- Serve our community well
- Enhance our environment
- Facilitate the economy
- Wisely advise decision makers

OUR QUEST

To be a human centred, high performing team

OUR ASPIRATIONS

LEAD	LEARN	CARE	SHARE	DELIVER
Take personal responsibility	Create and take opportunities to learn and grow	Care for our communities and the environment	Team up and share our common purpose and path	Deliver the outcomes sought by the community and for the environment
Anticipate impacts and partner to solve	Seek advice and ideas to make wise decisions for now, and the future	Welcome and include; ensure safety for all	Share and celebrate knowledge, experience, ideas, and success	Make a difference; add value
Help and support others to grow; model behaviours	Experiment and innovate to solve issues; try new things; learn from failures	Respect and recognise others and their achievements; listen	Communicate in a respectful way and provide honest feedback	Provide appropriate, quality works and service
Demonstrate ethical behaviour and leadership	Step up to challenges; own and solve your problem	Exercise thoughtful and wise compassion	Be clear in direction and expectations, including behaviours	Provide the right resources and culture to deliver

WHERE YOU CAN

