

# Library Officer

## POSITION DESCRIPTION



<b>Position Number:</b>	3530
<b>Department:</b>	Community Services
<b>Section:</b>	Communities and Culture
<b>Unit:</b>	Library and Child Service
<b>Position Status:</b>	Permanent Full Time
<b>Classification:</b>	Level 2 – Rockhampton Regional Council Certified Agreement 2022 – Internal Employees
<b>Reports To:</b>	Team Leader
<b>Revised:</b>	February 2025

### General Position Statement

This position supports Council's direction by providing high quality customer service to enable library visitors to access and enjoy library resources, facilities and programs.

Performance standards and expectations relating to this position will be detailed in the individual performance plan.

### Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Provide excellent service to assist customers to borrow and utilise library resources or use library facilities, including basic resource location.
- Provide assistance to customers with technology support and troubleshooting, including but not limited to photocopying and printing, smart phones, laptops and tablets, free Council Wi-Fi and all library online resources.
- Undertake accurate circulation of library items, and effective performance of related tasks (overdue, claims returns and lost items) to ensure smooth flow of resources.
- Shelve and shelf-check library resources accurately and efficiently with appropriate display of resources to ensure collections look inviting and well-maintained.
- Assist with collection maintenance processes including accessioning, processing and weeding of library resources.
- Undertake accurate and efficient handling of money (cash and card), phone and email enquiries, bookings and/or other administrative duties as required.
- Assist professional staff in the promotion, preparation and delivery of library programs for all ages as required.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor, Coordinator or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

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### Position Requirements

Your suitability for this role will be assessed against the following competencies.

#### Skills/Competencies

- Knowledge of library services, products and collections and a commitment to promoting a positive image of Library Services and increasing library usage.
- Interest in new and emerging technologies, their promotion and application in libraries, with a willingness to learn and support clients with their use.
- Ability to deliver a range of library programs (including children's literacy and technology based programs).
- Demonstrated customer focus and the ability to respond promptly and courteously to a diverse range of customers.
- Ability to shelve resources accurately and efficiently both alphabetically and numerically to ensure attractive presentation and ease of location.
- Flexibility and agility to work in a busy environment, focusing on detail and maintaining accuracy to complete work in appropriate timeframes and in accordance with policies and procedures.
- Ability to effectively operate Council's computer systems including the library management software and the MS Office Suite.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Time Management – Ability to plan and organise tasks/work to meet objectives of the role.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.

#### Qualifications and Experience

- Customer service work experience relevant to the position and/or work experience in the Library field.

#### Desirable Qualifications and Experience

- Qualifications in Certificate III in Customer Engagement.

#### Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council's Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council. *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

#### Work Environment and Physical Demands

- This position is an indoor role and will require the employee to carry out physical tasks which may include manual handling of up to 15kg, repetitive bending, kneeling, twisting and/or squatting.

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### Additional Requirements

- Ability to work in a library environment.
- Ability to work at different sites in accordance with the library roster.
- Availability to work on evening and weekend shifts as required for the library roster.
- Ability to legally operate a motor vehicle under a “C” Class Licence.
- A willingness to undertake a Functional Capacity Evaluation to satisfy the inherent physical requirements of the position.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

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### Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council’s Intranet.

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### Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

<b>Authorised By:</b>	Manager
<b>Signature:</b>	
<b>Date:</b>	
<b>Employee Name:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	