POSITION DESCRIPTION

Role Details

TITLE	Library Technician	**DATE**	October 2026
CLASSIFICATION	Band 3 Enterprise Agreement 2025 - 2028	**REPORTS TO**	Creative Communities Coordinator
DIRECTORATE	Community & Economic Development	**DEPARTMENT**	Creative Communities
STATUS	Casual	**LOCATION**	Beechworth
DIRECT REPORTS	None		

Our Organisation

Our Vision	Indigo Shire - leading sustainable growth, community and cultural diversity, and climate action.
Our Purpose	Making Life Better in Indigo Shire We make life better in Indigo Shire by prioritising our community's needs at every level, from delivering essential services today, to planning for our sustainable, connected future.

Our Values

Safe and Supported	Our supportive and transparent culture means our team members are equipped and encouraged to challenge the status quo and be bold
Commitment and Integrity	We are committed to driving the changes our community wants to see and we know that progress for a better future happens in partnership. We live by our word, lead by example, act lawfully and with integrity, and approach everything with positive intent.
Collaborative and Open	We connect deeply with the community we serve and the customers we support. Our team of subject matter experts through open and honest communication, ensure that we collaborate on the issues that matter.
Strategic and Professional	Our purpose, values and behaviours guide the way we work, ensuring we balance responsive action and excellent service delivery with diligent planning.

Primary Purpose

- Assist in the day-to-day operations of the Indigo Shire Libraries.
- Deliver excellent customer service to library members and assist in providing a safe, welcoming and friendly environment for Indigo Shire Library patrons consistent with the Indigo Shire Libraries Strategic Plan.
- To provide support to the Library Branch Coordinators in the effective operation of the Indigo Shire Libraries.

- Contribute to the continuous improvement and development of Indigo Shire Libraries by participating in team meetings, training programs and other meetings as required.
- Provide support and assistance to all library members.

Key Responsibility Areas

1. Customer experience

- Provide excellent friendly, approachable and efficient customer focused circulation service such as returns, loans, memberships, overdue queries, payment handling and branch deliveries.
- Ability to work across all branches including some weekend work.

2. Community engagement

- Assist the Branch Coordinator to implement programs and services to meet community needs.
- Actively promote information literacy and library services.

3. Information services

- Advise and assist library members to effectively search the Library catalogue, Internet and other electronic resources.
- Have a good knowledge of Indigo's collection and online resources and an awareness of Libraries Victoria resources.

4. Digital Literacy

- Competency in the use of a range of information technology and software tools in the provision of library services.
- Information technology troubleshooting skills.
- Willingness to embrace emerging technologies.
- Assist patrons to become self-sufficient in the use of catalogues, electronic services and other information resources.

5. Collection

- Display, shelve and promote collection.
- Assist in the end processing of books and library items.
- Other work as directed by the Branch Coordinator.

Council Obligations

At Indigo Shire Council, our commitment to safety, integrity, collaboration, and professionalism is reflected in everything we do. All employees are expected to:

Governance, Compliance and Professional Conduct

- Model and promote Council values in everyday work and interactions. This includes demonstrating and uphold Council's commitments to Reconciliation, Gender Equality, and Inclusion by ensuring a culturally safe, inclusive, and engaged workplace that acknowledges Traditional Owners and values diversity.
- Provide exceptional customer service to internal and external customers in accordance with the Council's Customer Service Policy and Charter, maintaining a professional, courteous,

and helpful image while actively supporting and representing Council objectives in public forums.
- Support Council's climate action and sustainability actions, supporting Council's Net Zero by 2035 goal by integrating environmentally responsible practices into daily operations.
- Identify training needs and engage in development programs to enhance effectiveness.
- Maintain confidentiality and adhere to the Council's Records Management Policy by accurately capturing and managing records.
- Adhere to all Council policies, procedures, and governance frameworks, including but not limited to:
  - Code of Conduct
  - Conflict of Interest Policy
  - Staff and Councillor Interaction Policy
  - Fraud and Corruption Prevention Policy
  - Child Safety Standards

Health, Safety, and Wellbeing

- Foster a workplace where safety is a shared responsibility, ensuring both physical and mental wellbeing are prioritised.
- Adhere to all Occupational Health & Safety (OHS) regulations and risk management protocols.
- Report any unsafe work practices, potential hazards, or workplace incidents, including near misses, promptly.
- Proactively identify and address workplace risks, ensuring compliance with Council policies and legislative requirements.
- Participate in health monitoring programs and workplace safety initiatives.

Risk Management and Accountability

- Implement best practices in risk identification, mitigation, and resolution.
- Support the Council's strategic direction by making financially responsible, ethical, and transparent decisions.
- Maintain a high level of confidentiality, integrity, and ethical behaviour in all interactions.
- Comply with Council's fraud and corruption prevention requirements, maintain awareness of fraud and corruption risks, and promptly report any suspected fraud, corruption, misconduct or improper conduct in accordance with legislative obligations and Council policies and procedures.

Key Relationships

Internal: All Council Staff
External: Library Patrons, Schools, General Public

Position Criteria

Accountability and Extent of Authority

- Freedom to act is limited by standards and procedures within the work assigned
- Can apply established standards and procedures
- Responsible for supporting staff in operational duties

Specialist Skills and Knowledge

- Knowledge of library management systems with an emphasis on circulation functions
- Experience working with computers, photocopiers and other information technology
- Understanding and ability to apply policies, regulations and procedures
- Ability to source information across varied platforms
- Ability to run programs for youth and adults
- Knowledge of safe work practices as applied to circulation work and branch operations

Judgement and Decision-Making Skills

- Identify problems in library operations and resolve or refer as appropriate by applying standards, established practices and procedures or operating instructions
- Make appropriate judgments regarding quality-of-service delivery, security of assets, and safety and welfare of clients and staff; recommend stock purchases/replacements to improve the collection

Management Skills

- Time management, planning and organising skills for own work

Interpersonal Skills

- Customer Service, ability to relate to and understand the needs of the public and liaise with in a courteous and professional manner
- Sound written and oral communication skills
- Ability to have a flexible approach to work and changing priorities

Qualifications and Experience

- Qualification in Library and Information Services or similar or relevant library experience
- Excellent search skills across multiple platforms and databases
- Ability to communicate with a broad range of community members
- Class C Drivers licence with good driving history
- Work with Children check

Selection Criteria

1. Qualification in Library and Information Services, or a related discipline at Diploma level or above, or demonstrated relevant library experience.
2. Highly developed communication and interpersonal skills, with demonstrated ability to provide responsive and inclusive customer service to internal and external customers.
3. Demonstrated ability to use computers, library management systems, digital resources and other technology, and to assist customers with technology enquiries.
4. Demonstrated understanding of the role of public libraries in supporting community connection, lifelong learning, access to information and social inclusion.
5. Ability to show initiative and work with minimum supervision.