

JOB DESCRIPTION

POSITION NAME	Library Services Officer
DIVISION	Library and Community Services
SUPERVISOR'S TITLE	Service Team Leader
BRANCH	Wollongong City Libraries

FUNCTION AND PURPOSE

Wollongong City Libraries (WCL) is a dynamic service of Wollongong City Council. It plays a core role in delivering on Council's commitment to creating a community that is informed, engaged, creative and connected. WCL engages with and meets the needs of our diverse community across multiple locations to facilitate reading, lifelong learning, creativity and inclusion.

This role supports the creation of an Extraordinary Wollongong by delivering high quality services across WCL locations and functional areas. This includes providing direct customer services and supporting programs and services in areas such as local studies; home library; digital services; collections; adult, children and youth programs; programs and services for members of our culturally and linguistically diverse community and Aboriginal and Torres Strait Islander peoples.

This position is responsible for implementing Library policies and procedures and promoting diversity, inclusion and belonging for all library customers. This position works collaboratively, builds networks and relationships across all teams and sites as well as with the community.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- 1 Contribute to Council's Purpose, act in accordance with organisational values and deliver on 'our promise' to the community.
- 2 Provide excellent customer service to community members.
- 3 Follow established Library policies and procedures.
- 4 Contribute to the promotion and delivery of library programs, events and services.
- 5 Assist staff and customers to utilise technologies, systems and applications and support their learning and skills development.
- 6 Participate in the continuous improvement of work practices.
- 7 Support the achievement of WCL objectives and business plans.
- 8 Ability to work across all libraries and perform other duties as required, including weekend and evening shifts.

WHS Responsibilities

- 1 Follow WHS policies and procedures and not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare under WHS legislation.
- 2 Identify and report hazards and any unsafe acts.
- 3 Apply WHS policies and procedures to self and others to take reasonable care for the health and safety of people who are at the employee's place of work who may be affected by the employees acts or omissions at work.
- 4 Complete required WHS documentation relevant to the work activity performed at Council.
- 5 Cooperate with employer to enable compliance with any reasonable request relating to WHS.
- 6 Participate in the consultative process on WHS matters.
- 7 Participate in risk assessments activities relating to the work activity performed at Council.
- 8 Take notice of information and participate with WHS training provided.

WORKING RELATIONSHIPS

INTERNAL

Wollongong City Libraries Manager
Library and Management Team
Library and Community Services Staff
Council Staff
Volunteers

EXTERNAL

Members of the Public
Local Organisations and Community Groups
Other Library Services

PERSON SPECIFICATION

- 1 Hold a relevant diploma or higher-level qualification.
- 2 Apply and demonstrate Council's values of Respect, Integrity, OneTeam, Sustainability and Courage.
- 3 Good written and verbal communication skills.
- 4 Ability to work across all library services, including customer service and one or more of the following – local studies, cataloguing, collections, community engagement and outreach, or programs and events.
- 5 Well-developed teamwork, interpersonal and communication skills that foster effective working relationships with a diverse range of stakeholders, including the ability to collaborate with staff across WCL and Council.
- 6 Experience in cash handling and reconciliation.
- 7 Ability to work with a variety of IT systems and assist customers engage with emerging technologies.
- 8 Ability to plan and prioritise work and meet deadlines.
- 9 Demonstrated commitment to service excellence and to delivering outstanding customer experiences.
- 10 Commitment to the principles of Work Health and Safety, Equal Employment Opportunity, inclusion and diversity, reconciliation and social justice.
- 11 Must hold a valid Working with Children Check.