



Position Vacant

INFORMATION PACKAGE

Library Officer

Full Time, Permanent (72.5 hours per fortnight over 9 days)

\$75,699 per annum plus up to 12% superannuation

Country living and city convenience come together in the Lockyer Valley, serving as the perfect opportunity to pursue your career in a rural location.

Plating up an array of career opportunities, the Lockyer Valley is a leisurely one hour's drive from Australia's third largest city and home to affordable land prices with easy access to logistic hubs. Right on the doorstep of Brisbane, the region has some of the richest and most productive agricultural land on earth and is home to more than 41,000 people.

The Lockyer Valley isn't just a great destination for exciting career opportunities, but also for leisure and lifestyle. The region is the perfect location to secure that sought-after work-life balance with immersive community experiences.

Lockyer Valley Regional Council is currently seeking applications from dynamic, innovative and highly experienced individuals to fill the position of **Library Officer** within our **Libraries and Galleries** Team. This is a fantastic opportunity for the right person who has the required qualifications, experience and desire to undertake a challenging but fulfilling role in a values-driven organisation.

Eligibility Requirements

Applicants must have the legal right to work in Australia and hold a current drivers licence. Successful applicants will also be required to undertake pre-employment screening which will include a medical assessment, drug screen, and a criminal history check.

To Apply

Please read this information package thoroughly as it contains instructions on how to make an application. Applicants must submit a cover letter, current resume and key selection criteria responses to Council. The key selection criteria questions which require responses can be found within the Position Description document of this information package.

Applications for this position close at 5pm (AEST) on Tuesday 25 February 2025.

For additional enquiries regarding this advertisement please contact our Organisational Development team on (07) 5466 3555.



Position Description



POSITION DETAILS

POSITION NUMBER:	4.098
POSITION TITLE:	Library Officer
BRANCH:	Communities
GROUP:	Community and Regional Prosperity
SALARY CLASSIFICATION:	Level 3
AWARD:	Queensland Local Government Industry (Stream A) Award – State 2017
AUTHORISED BY:	Group Manager Community and Regional Prosperity

POSITION OBJECTIVE

The purpose of this position is to ensure that high standards of library services are provided to the residents of and visitors to the Lockyer Valley, in accordance with Council's Corporate, Strategic, and Operational Plans, to promote the library service as a pivotal community facility for Council.

The Library Officer must provide a high level of customer service to all and work in a team that forms an integral part of the Lockyer Valley Library Service.

INDIVIDUAL CHARACTERISTICS

Duties

The incumbent is required to perform the following duties to function effectively in this position:

1. Deliver high level proactive customer focused library services to residents of and visitors to the Lockyer Valley region by providing customers with information and reference assistance, by locating resources within the library's catalogue and collections, supporting customers with eResource platform and/or generating inter-library-loan requests or requests for purchase.
2. Respond to customer enquiries in a timely, accurate, efficient and effective manner.
3. Undertake financial transactions, cash handling, receipting and banking processes in accordance with established procedures.
4. Develop and facilitate access to social inclusive and/or digital literacy programs and activities for adults within the library.
5. Actively promote Lockyer Valley Library services and Council facilities to the community.
6. Develop, implement and promote a range of library programs including story time, lifelong learning sessions, technology sessions in addition to delivering targeted outreach events for Under 5s.
7. Participate in the presentation and evaluation of events and programs.
8. Ensure that the library is professionally presented, information displayed is current and the physical collection is maintained to agreed standards.

In addition to the above, the incumbent is required to perform any other duties within their skill set as directed by the Coordinator Libraries and Galleries.

Interpersonal

The incumbent is required to possess the following interpersonal skills:

- A high level of interpersonal skills, abilities, and maturity is required in this position to produce positive outcomes with people of all ages from the community, at all levels of Council, and with all other external parties.
 - A high level of organisational and time management skills
 - The ability to exercise initiative and independent judgment.
 - The ability to deal with matters confidentially, with discretion and sensitively.
- A friendly and approachable nature, proactive personality and passion for building and delivering successful and contemporary library programs and events.

Direction

General direction is required from the Coordinator Libraries and Galleries. However, day to day supervision is not required to complete regular tasks.

The incumbent must possess the capability to operate with an elevated level of autonomy and collaboration to deliver programs and activities following libraries established policies and procedures.

Skills

The incumbent is required to possess the following skills to function efficiently and effectively:

- Ability to solve problems by using the experience gained to solve issues of limited difficulty by using their experience.
- Setting priorities, time management, planning and organising own work.
- Ability to facilitate access to the physical and digital collection through promotion, reader recommendations and circulation of library materials.
- Ability to use the Microsoft Office applications, previous experience with Spydus software would be an advantage.
- High level of interpersonal and communication skills including ability to interact positively with diverse audiences.
- Ability to work effectively as a member of a team and to demonstrate a spirit of cooperation towards other employees.
- Demonstrated high level of customer service skills, both over the phone and in person.

The incumbent is required to be physically agile and have a level of fitness, strength and dexterity to stand for extended periods and to carry out frequent lifting, pushing and bending.

Initiative

Outcomes are clearly defined and readily available. The incumbent must be able to show initiative to create new ideas or resolve problems as they arise, within the scope of the library's established standards, policies, and procedures. Situations beyond the scope of these documents must be referred to the supervisor in the first instance.

ROLE REQUIREMENTS

Branch

A sound knowledge of all work activities within the group is required. At this level, it is necessary to understand what each unit does within Council but does not need to know all the details of their work.

Statutory

A working knowledge of statutory requirements is required for this position. These include but are not limited to:

- Libraries Act 1988;
- Local Government Act 2009;
- Disability Access Standard 2010;
- Service Level Agreement 2011-2014 for Independent Libraries (SLQ);
- Queensland Public Library Standards and Guidelines (SLQ);
- National Standards and Guidelines for Australian Public Libraries (ALIA); and
- Policies and Procedures (IFLA).

Discipline

A sound level of knowledge of library services and practices gained through experience or education is required.

RELATIONSHIPS

Upward

- This position reports to the Coordinator Libraries and Galleries under general direction. Communication upwards focuses on guidance on or ensuring completion of allocated tasks.

Downwards

- No direct supervision of other employees is required however, the incumbent is a library services specialist and may be required to supervise trainees, work experience students or volunteers.

EXTENT OF AUTHORITY

Outcomes

Outcomes are clearly monitored by the Coordinator Libraries and Galleries. The incumbent may be expected to take control of their work, but all unusual work will still be the responsibility of the Coordinator Libraries and Galleries.

Freedom to Act

The incumbent has the freedom to act by making clear, concise, and accurate judgements on an individual basis according to the library's established policy and procedures.

Solutions

Problems to solutions can usually be solved by referencing procedures, documented methods or instructions.

Assistance

Assistance for difficult questions is available, however the incumbent may have to take the time to find the person who is able to assist.

ORGANISATIONAL ACCOUNTABILITIES

The organisational accountabilities are the expected standards of performance across all positions at Council.

Code of Conduct

The position incumbent is required to comply with Council's Employee Code of Conduct by conducting all business with integrity, honesty and fairness and comply with all relevant laws, regulations, codes, policies and procedures.

Customer Service

Council is focussed on delivering excellent customer service through innovation and the delivery of efficient and effective services. The position incumbent will be committed to providing a friendly and professional services in accordance with Council's Customer Service Charter.

Delegations

Administrative, financial and legislative delegations may be applicable to this position and are documented in the appropriate delegations register. It is the responsibility of the position incumbent to ensure they are aware of and adhere to any delegations applicable to this position.

Disaster Management

The position incumbent is required to assist, support and participate in Council's response to a disaster event, including any exercises and/or event where Council's business continuity plan is activated.

Fraud and Corruption

Fraud and corruption is not tolerated at Council. It is the responsibility of the position incumbent to detect and prevent fraud and corruption from occurring. The position incumbent has an obligation to report suspected or known incidents of fraud and corruption in accordance with Council's Fraud and Corruption Control Policy.

Information Management

The position incumbent is required to ensure adequate records of actions taken and decisions made whilst undertaking this position are created and maintained in accordance with Council's Information Management policies and practices to ensure compliance with the *Public Records Act 2023*.

Work Health and Safety

The position incumbent will comply with their health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Safety Management System. The position incumbent will also comply with the health and safety duties as stated in the relevant Work Health and Safety Due Diligence and Responsibility Statement and any reasonable instructions given in respect to the health and safety of themselves and other persons.

VISION, MISSION AND VALUES

Vision

We will deliver sustainable services to enhance the liveability of our community while embracing our economic, cultural and natural diversity.

Everything we do should contribute towards achieving our vision.

Mission

Lead, Engage and Empower

We achieve our Vision by demonstrating leadership, engaging and empowering our community and staff.

Values

The position incumbent is required to demonstrate Council's values through the demonstration of each value's associated behaviours. Council's values are:



Leadership

We lead through excellence and partner with the community to achieve Council's vision and mission.

- I am approachable;
- I lead by example;
- I treat everyone fairly;
- I continue to learn and develop; and
- I look for opportunities for continuous improvement.



Accountability

We accept ownership of our role and take responsibility for our actions. We are results focused, take pride in our successes and efforts and learn from our mistakes.

- I undertake my role to the best of my ability;
- I own my actions and decisions;
- I strive to do better and learn;
- I do what I say I am going to do; and
- I use Council resources responsibly.



Integrity

We strive to be valued and trusted by the Lockyer Valley community. We are respectful, open, transparent and honest in our dealings with the community. At all times we act in the best interests of the community.

- I take responsibility for my actions;
- I am honest in my words and actions;
- I respect myself and my team;
- I do the right thing, because it's the right thing to do; and
- I consider the legacy I am leaving for the next person and do the work accordingly.



Communication

We embrace diversity and communicate openly and honestly. We listen actively, consider and value the views of others. Our communication is clear, concise and consistent.

- I communicate honestly and respectfully;
- I listen to and respect the opinions of all;
- I use language to suit the audience;
- I create open communication pathways; and
- I provide information within agreed timeframes.



Customer Focus

We strive to engage and communicate with our internal and external customers to meet agreed outcomes. We identify and aim to meet the needs of all customers in a responsive and equitable manner.

- I listen respectfully to all customers' feedback and take appropriate action;
- I do my best to facilitate a solution;
- I am diligent and proactive when responding to customers' needs;
- I show empathy to customers; and
- I treat all customers the same.



Teamwork & Collaboration

We value creative thinking and look for opportunities to collaborate and connect to deliver a better Lockyer Valley. We work together by recognising and sharing our talents, skills, experience and knowledge.

- I actively participate and contribute to the best of my ability;
- I offer others assistance if they need a hand;
- I am always courteous and professional;
- I always respect the contributions of others; and

- I freely share my talents, skills and knowledge.

PERFORMANCE STANDARDS

Performance standards will be determined by your immediate supervisor and will be reviewed as part of Council's performance appraisal process.

KEY SELECTION CRITERIA

The criteria that must be satisfied by applicants for this appointment include the following:

1. The following qualifications, practical experience and licences:
 - Certificate III in Library and Information Services or Information Technology or equivalent is desirable.
 - Previous experience in a library environment relevant to the position is desirable.
 - A 'Positive Notice Blue Card for Child Related Employment'; and
 - A current driver's licence (Class C).
2. Demonstrated ability to meet the following Organisational Fit criteria:
 - Enthusiastic and Positive;
 - Innovative;
 - Engaged, Proactive and Solution Focused;
 - Team Player; and
 - Customer Service.
3. A proven understanding of and commitment to delivery of excellent customer-focused service in a library environment including the ability to respond to and resolve customer service requests.
4. High level of interpersonal and communication skills including a proven ability to interact positively and effectively with children, youth, caregivers, groups and professionals from diverse backgrounds and experiences.
5. Knowledge of the range of library management systems, collections, standard products and services, and experience in working with a wide variety of these products and services with the ability to provide these services in a manner which is inclusive to all.
6. Proven ability to be an effective team member, working in a team environment to plan and organise work requirements to ensure commitments and timelines are met in a timely fashion.



Experience the charm of vibrant rural living

Features of the Region Boasting some of the richest and most productive agricultural land on earth the Lockyer Valley is a perfect area for growing food. The region produces more than \$365.7m worth of vegetables bound for tables right across the nation and Asia, highlighting the significant role the region plays in both the overall domestic and international supply of fresh healthy food.

Whilst the region is well known as an agricultural hub of Australia, there is much more to the Lockyer Valley than meets the eye with events, activities and experiences for people of all ages.

Immerse yourself in a perfect blend of town and country living. Enjoy everything from art galleries and museums, to a range of outdoor activities such as horse riding, mountain biking or bush walking.

The region is home to spectacular national parks such as the Glen Rock State Forest and the Bicentennial National Trail.

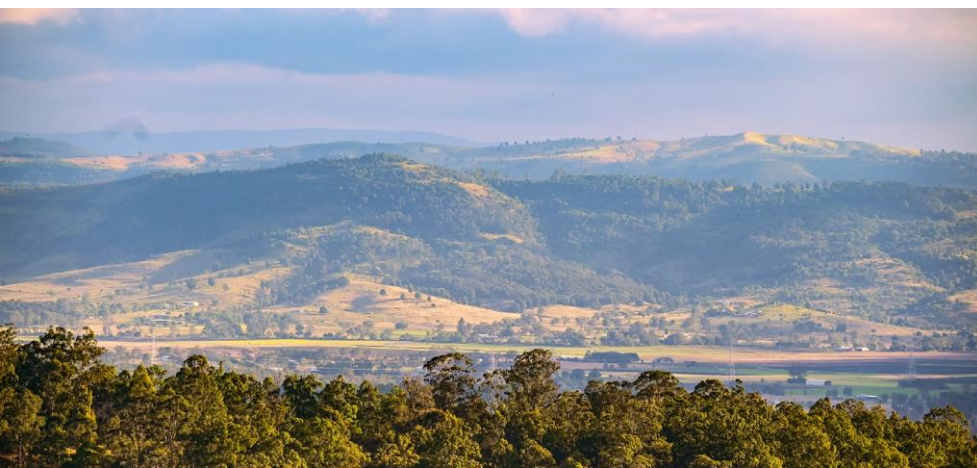
For outdoor enthusiasts the region boasts quality sporting facilities, perfect for individual and family use, with a wide variety of sporting activities and clubs. With more than 50 parks across the region, it is the perfect destination to enjoy the beauty of the outdoors.

Perfectly positioned to attract the drive market out of South East Queensland, the Lockyer Valley is also renowned for its hidden pockets of nature and history discoverable through the many scenic drives through the region such as the Cobb & Co Tourist Drive or the Spring Bluff Railway Station Drive.

Many people visit the region for its foodie experiences and signature events including the 'Laidley Spring Festival', 'Murphys Creek Chilli Festival' and the 'Lockyer Valley Heritage Festival'.

Looking for more information on the Lockyer Valley?

Visit Council's tourism website www.luvvalockyer.com.au.



LOCATION

Located 85km west of Brisbane, in South East Queensland, and affectionately known as 'Australia's Salad Bowl', the Lockyer Valley covers around 2,200 square kilometres of land, with almost a quarter of this used for agricultural production, but also includes the Great Dividing Range, national parks, reserves, creeks, lakes, parks, two nature parks and many waterways and green open spaces.

Logistically there is no farming centre better situated than the Lockyer Valley with access to every major highway in Australia.

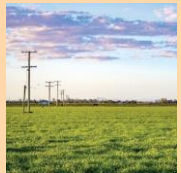
The Lockyer Valley is home to more than 42,000 people and with average growth rate for the next 10 years of 1.6%. The region is currently serviced by 26 public and private schools, 16 early childhood education services, 2 hospitals and over 45 community run organisations. The University of Queensland Gatton Campus is located just off the Warrego Highway at Gatton and is world-renowned for its veterinary and agricultural courses.

LOCAL ECONOMY

Horticulture plays a significant role in the Lockyer Valley's economy and is vital to the region's growth.

The entrepreneurial spirit of the Lockyer Valley is strong and supports more than 3000 small and medium enterprises.

The growing community and social economy have been boosted with the creation of new housing developments, new parks, school extensions, community facility upgrades, road transport facilities and community events that support vibrant rural living.





LOCKYER VALLEY REGIONAL COUNCIL



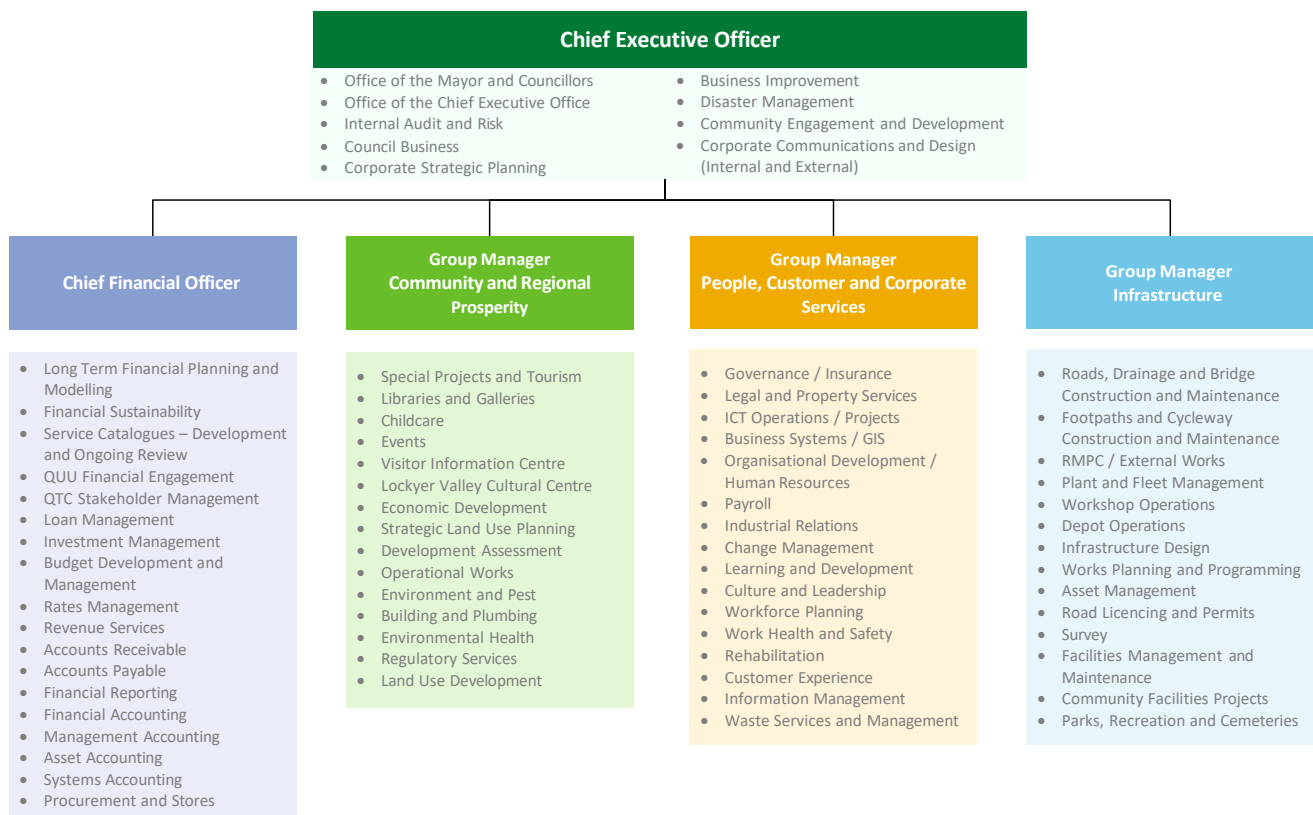
About Council

Lockyer Valley Regional Council is a medium sized local government organisation which employs over 300 staff. Council's office locations are in Railway Street Gatton and Spicer Street Laidley, with a Works Depot also located in Gatton.

Council has a broad plan for its community and has adopted the following goals to describe what we are here to achieve:

- To enhance the economy, quality of life and wellbeing of the Lockyer Valley community.
- To promote community awareness and participation in Council activities.
- To ensure value for money in the delivery of Council services.
- To promote and develop a strong community spirit within the Lockyer Valley Region.
- To protect the natural beauty and diversity of the area.
- To promote social, environmental, economic, financial and educational viability within the region.

Organisational Structure



Council consists of seven elected representatives (six Councillors and a Mayor). Council's Executive Team consists of:

Chief Executive Officer	Mr Ian Church
Group Manager Community and Regional Prosperity	Ms Amanda Pugh
Group Manager People, Customer and Corporate Services	Mr Dan McPherson
Group Manager Infrastructure	Mr John Keen
Manager People and Customer Experience	Mr Craig Drew



Lodging Your Application

Please lodge your application online via the **Current Vacancies page of Council’s website.**

Online: Visit the Current Vacancies page of Council’s website using the following link. www.lockyervalley.qld.gov.au/current-vacancies

From this page you can submit an application online via Council’s Recruitment Portal.

Alternatively, applications can also be submitted by:

Email	od@lvrc.qld.gov.au	
Hand delivery	GATTON OFFICE 26 Railway Street, Gatton, QLD 4343	OR LAIDLEY OFFICE 9 Spicer Street Laidley QLD 4341

Any Questions?

If you have any questions regarding a position advertised, please contact our Organisational Development team.

Phone: (07) 5466 3555

Email: od@lvrc.qld.gov.au



PREPARING YOUR APPLICATION

This information sheet has been developed to assist you in preparing your application.

Applications are selected on the information contained in your application. You will need to sufficiently demonstrate your skills in your application to be considered for an interview.

Your application will need to consist of:

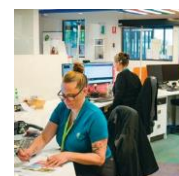
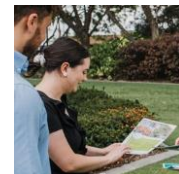
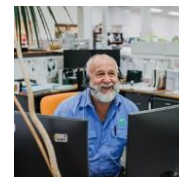
1. A brief cover letter – you might like to draw attention to one or two of your major attributes relevant to the position for which you are applying.
2. A resume outlining your work history, education and contact numbers for at least two professional referees.
3. A separate document addressing the key selection criteria questions (see the following page for instructions on how to address key selection criteria). These questions can be found on the last page of the Position Description.

Applications not addressing key selection criteria may not be processed.

Please note that a skill, qualification, or ability listed in the Position Description is generally deemed a pre-requisite necessary for the position.

If you do not meet the requirements specified in the Position Description or you do not address the key selection criteria, Council may not consider your application for the position.





How to Address the Key Selection Criteria

Key Selection Criteria (KSC) are standards used to measure applications against a set of predetermined questions. From this process, Council select the best candidates to be interviewed from those who have applied. By asking you to address the selection criteria, we are asking you to describe your knowledge, skills, abilities and experience related to each of the criteria. Each selection criteria must be addressed separately. The KSC is found on the last page of the Position Description.

Applications not addressing the KSC (when applicable) will not be shortlisted for an interview.

The KSC questions provide you with the opportunity to detail all relevant information that will demonstrate why you would be a good fit for the role. You will need to read each selection criteria carefully as the question may contain multiple parts. Some criteria questions will ask about your knowledge, skills, abilities, experience, or potentially a combination of these.

You may wish to structure your written response to the KSC in four sections:

1. Initial statement – this should be a clear statement of why you meet the criterion (e.g. ‘I have skills in...’ or ‘I have a good knowledge of...’).
2. Supporting argument – this should be further information that shows how you meet the criterion. Provide specific clear examples of what you have done or can do that proves you meet the criterion (e.g. ‘In my role as... I demonstrated my ability to...’ or ‘When working as... I showed that I have skills in...’).
3. Validity statement – validate your example by showing supporting evidence (e.g. ‘My customer service skills were demonstrated by increased sales...’ or ‘Feedback from my supervisor was...’).
4. Concluding statement – reinforce again why and how you meet the criterion. Relate your response back to the question (e.g. ‘I believe that this demonstrates I...’).

For example, a Position Description for a job as a security guard might list the following as one of the key selection criteria questions; “A knowledge of, or the ability to rapidly acquire knowledge of, protection/security systems and emergency procedures”.

What is essentially being asked is, what do you know about security work and emergency procedures, and can you demonstrate that you understand these processes and procedures or have the ability to learn. Your response to a selection criteria question should demonstrate that you have the skills, knowledge, ability or experience required. For the purpose of this example a possible response for this question might look something like this. Below is also a recommended layout.

EXAMPLE

1. A knowledge of, or the ability to rapidly acquire knowledge of, protection/security systems and emergency procedures.

I have worked as a security guard for six years. In 2013 I completed a three-week security guard course run by Smith Security. From completing this course and through my employment as a security guard, I have acquired a good knowledge of most aspects of security work. The course I completed with Smith Security included training in emergency procedures such as evacuations, bomb threats and hostage situations.

My work as a security guard has been conducted in a variety of environments and I have developed expertise in both home and commercial security. On completion of my security guard course at Smith Security, I worked for ANZ Bank for three years, for Home Secure Services for one year, and for the last two years I have been employed with the National Australian Bank. I have experience in a variety of security work and have been involved in a number of emergency situations. My referee reports, which are attached, testify to my skills in coordinating a response to such situations.

I have a First Aid Certificate and work as a volunteer for the SES. By doing this, I have kept my skills up to date. I have the ability to acquire any further knowledge of security systems required for this position. I have demonstrated through my employment in the security industry that I have a good knowledge of security and emergency procedures.