

# Senior Library Programs Officer (SCS079)

## Position Description

<b>Directorate</b>	Community Directorate
<b>Division</b>	Community Services
<b>Grade</b>	9
<b>Employment Type</b>	Permanent, full time
<b>Reports to</b>	Programs, Promotions & Partnerships Coordinator (SCS072)

## Primary purpose of the position

This position is responsible for effectively working as part of the Wagga Wagga City Library Outreach Services Team; assisting the Outreach Services Team Leader to deliver Agile Library services including associated administration tasks and quality programs across the Local Government Area.

## Key responsibilities

- Develop, document, and review current and new Outreach Service programs and events including researching and recommending programs and services.
- Assist the Outreach Services Team Leader to schedule Agile library visits and programs.
- Engage and consult key stakeholders to ensure the delivery of a range of programs appropriate for Wagga Wagga's diverse community.
- Liaise with organisations and groups to identify potential partnerships and opportunities to deliver library and other related programs across the Local Government Area.
- Work with Council's Media and Communications team to promote, publicise and market activities associated with Agile Library programs and Outreach Services through social media and Wagga Wagga City Council channels and media outlets.
- Maintain and collate Agile Library statistical data including the collection of annual Bibliostat data.
- Work with the Library Collections Officer to ensure the development of an Agile Library collection that is diverse and inclusive.
- Assist the Systems Officer to administer library systems and hardware to ensure quality service is maintained for Agile Library customers and staff across all Agile Library sites.
- Participate in regular team meetings and planning sessions.
- Undertake rostered Circulation, program delivery and Agile Library Service Duties.
- Undertake circulation desk duties including processing borrowings, returns and library memberships and cash handling.
- Conduct the Agile Library service as scheduled including processing borrowings, returns and library memberships at designated sites across rural villages and suburbs located in the Wagga Wagga Local Government Area.
- Undertake tasks associated with the general operations of the Library.
- Ensure Work, Health and Safety (WHS) and Procedural documents are maintained.

## Key behaviours

All Council employees are responsible for aligning their conduct in accordance with key behaviours when undertaking the duties of their position. The foundation of these key behaviours is based on Council's Values and vary dependent on the level of your position.

Please refer to Council's Key Behaviours template for more information.

### Communication

- I communicate openly and honestly
- I constructively contribute to team meetings, toolbox talks and conversations
- I share information and ideas with colleagues
- I ask questions if I don't understand
- I respond promptly to enquiries and requests

### Trust

- I am responsible for my own actions
- I take initiative to progress my own work and follow through on my work commitments
- I act honestly and maintain confidentiality
- I understand and follow the law, rules, policies, guidelines and the Code of Conduct
- I utilise Council resources effectively

### Respect

- I treat others with respect
- I treat others the way they wish to be treated
- I respect the organisation and I convey a positive and professional image of Council
- I respect the position I hold and complete my work to the best of my ability
- I challenge decisions made by management respectfully and thoughtfully

### Innovation

- I look for, and am open to, new and better ways of doing things
- I am receptive to change
- I am flexible and responsive to changing work priorities and issues

### Teamwork

- I always work in a safe manner, looking after my own safety and the safety of others
- I consult on safety issues, report hazards, identify, manage and minimise risk for myself and others
- I am an engaged and enthusiastic team player
- I offer support and help to others when workloads are high
- I cooperate with my team members and supervisors and contribute positively to our work

# Work Health and Safety

Work Health and Safety (WHS) is the number one priority at Wagga Wagga City Council ('Council'). We make no compromise when it comes to employee safety.

As a worker of Council, it is your responsibility to:

- Follow Council's WHS policies and procedures as instructed
- Report all WHS hazards incidents and near misses to your supervisor as soon as possible
- Participate in all required WHS training

To minimise risk and assist in protecting workers in employment at Council, workers are required to meet the inherent requirements of the position, including any Job Demand Analysis (JDA) that has been completed outlining the inherent physical requirements of this position. Council seeks to apply reasonable adjustments to remove barriers to workplace participation for individuals with a disability or injury.

## Essential requirements of the position

### Qualifications, licences and competencies

1. Qualifications relevant to the role in Library Services or previous experience in a Library Outreach role and/or Community Engagement role
2. Current Class C Driver's Licence.

### Skills and experience

3. Substantial experience relevant to the role including the development of programs for diverse audiences.
4. Solid communication (oral and written) and interpersonal skills including solid presentation skills to deliver diverse tailored programs, ranging from singing, Storytime groups and information sessions for youth and adults.
5. Strong computer skills including experience undertaking website maintenance and utilising a range of social media tools.
6. Demonstrated ability to work effectively in a team and independently.
7. Demonstrated time management, planning and administrative skills.
8. Demonstrated ability to deliver quality customer service, contribute to service improvements and adapt to change.
9. Ability to work weekends in accordance with rostering arrangements
10. Demonstrated understanding of Equal Employment Opportunity and Work Health & Safety requirements relevant to the role including risk assessment of activities and tasks.

### Disclaimer

This document reflects the major elements and responsibilities of this position and is not designed to be prescriptive in nature. Employees can therefore expect to undertake other duties in addition to those identified.

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