

POSITION DESCRIPTION



Position Title: Children's Services Library Officer
Department: Library Services
Division: Community Development
Grade: 6
Approved Status: Permanent Part Time (26hours/week)
Last Reviewed: December 2015
Reviewed By: Manager, Library Services

1. Objectives of Position

- 1.1. To support the activities of the Children's Librarian to ensure quality customer service is provided to all children and parents/carers within the community.
- 1.2. To plan and deliver children's programs and other outreach activities and special events in consultation with the Children's Librarian.
- 1.3. To provide advice and assistance to customers to ensure enquiries are effectively addressed and problems are resolved.

2. Key Accountabilities

2.1. Technical / Operational

- 2.1.1. Carry out circulation and information services according to the library's policies and procedures to ensure quality customer service.
- 2.1.2. Participate in the service point roster system, including evening and weekend work at designated service points to ensure quality customer service to members and visitors.
- 2.1.3. Support the activities of the Children's Librarian in the development of the collection and in executing plans and strategies to develop services according to identified needs.
- 2.1.4. To assist in the promotion of Children's Services to children and families in the community to improve awareness to library resources and services.
- 2.1.5. Organise and conduct pre-school visits, class visits, storytime, craft sessions and activities.
- 2.1.6. Assist in preparing and delivering library programs and activities as directed.
- 2.1.7. Assist in the compilation of reading lists and resource lists for Children's Services.
- 2.1.8. Develop a program of displays for children.

2.2. Management & Leadership

- 2.2.1. Perform the role of Senior Duty Officer as required including supervising and monitoring rostered staff for the effective provision of circulation and information services.
- 2.2.2. Oversee and prioritise the workflow of circulation tasks to ensure effective utilisation of resources

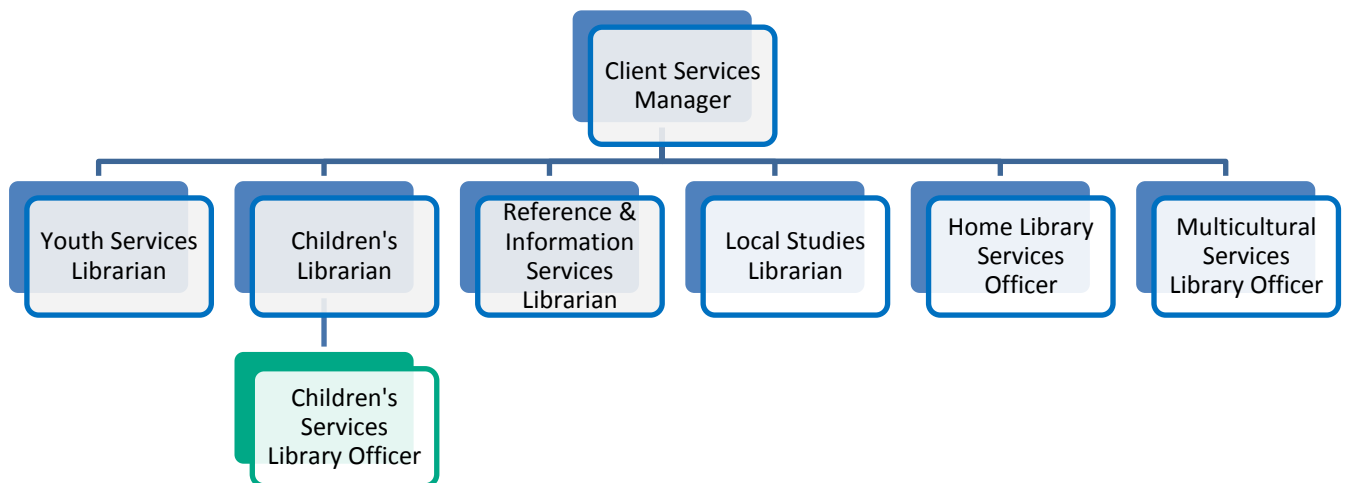
2.3. Communication, Consultation & Engagement

- 2.3.1. Assist in the promotion of library services and resources to the community, particularly Children's Services to ensure greater awareness and access to the library.
- 2.3.2. Provision of efficient, high quality customer service.

2.4. General

- 2.4.1. To comply with the operational responsibilities unique to the position as outlined in the attached schedule.
- 2.4.2. Undertake other relevant duties as directed by the Manager, Library Services consistent with the employee's skill, competence and training.

3. Position / Department Structure



4. Essential Knowledge, Skills and Experience (Essential Criteria)

- 4.1. Successful completion of Diploma of Library/Information Services, Diploma in Community Services (Children's Services) or equivalent.
- 4.2. Ability to work in a team based customer service environment and employ conflict resolution skills.
- 4.3. Well-developed communication and interpersonal skills.
- 4.4. Ability to prioritise tasks and work with minimal supervision.
- 4.5. Well-developed keyboard ability combined with experience in the use of technological applications such as library systems.
- 4.6. Experience in providing circulation and information services in public libraries.
- 4.7. Demonstrated commitment to the provision of quality customer service in a busy library environment.
- 4.8. Ability to plan and implement library programs within agreed deadlines.
- 4.9. Experience in delivering to the community high quality, creative and innovative children's programs with enthusiasm and dedication.
- 4.10. Demonstrated supervisory experience.
- 4.11. Driver's licence

5. Desirable Knowledge, Skills and Experience (Desirable Criteria)

- 5.1. Experience with Libero library management system or another library management system.