

Library Officer

Team	Library and Community Services
Division / Section	City Services and Assets
Location	Concord Library / Five Dock Library
Classification/Grade/Band	Grade 6
Position Code	CB0187
Date position description approved	February 2017 (Reviewed March 2021)

Council overview

The City of Canada Bay is an active and vibrant city that captures the energy, diversity, pride and potential of its community.

Primary purpose of the position

- To provide high quality customer service to ensure community members' library needs are effectively and efficiently addressed.
- To support library and specialist staff in the provision of library services including circulation, administration, promotions, programs and outreach.

Key accountabilities

Technical/Operational

- Carry out circulation and information services according to the library's policies and procedures to ensure quality customer service.
- 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.
- Assist in preparing and delivering library programs, activities, promotional materials, exhibitions and displays as directed.
- Organise and maintain an efficient and effective document delivery service, for both incoming and outgoing requests.
- Ensure the library's community information services and resources are developed and maintained as required.
- Assist in maintenance of the library environment by ensuring the collections, furniture and fittings and promotional resources are organised, clean and tidy and reporting any required building maintenance.
- Ensure equipment and systems are fully functional and take corrective action when required. Process new items and repair damaged materials according to established guidelines.
- Assist with collection development as required, including managing the process for client suggestions for purchase and selection of items as directed.
- Perform basic cataloguing of library resources as required.

Financial

- Undertake cash handling duties including assisting community members pay fines and fees and balancing and preparing takings for banking.

Management & Leadership

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

Communication, Consultation & Engagement

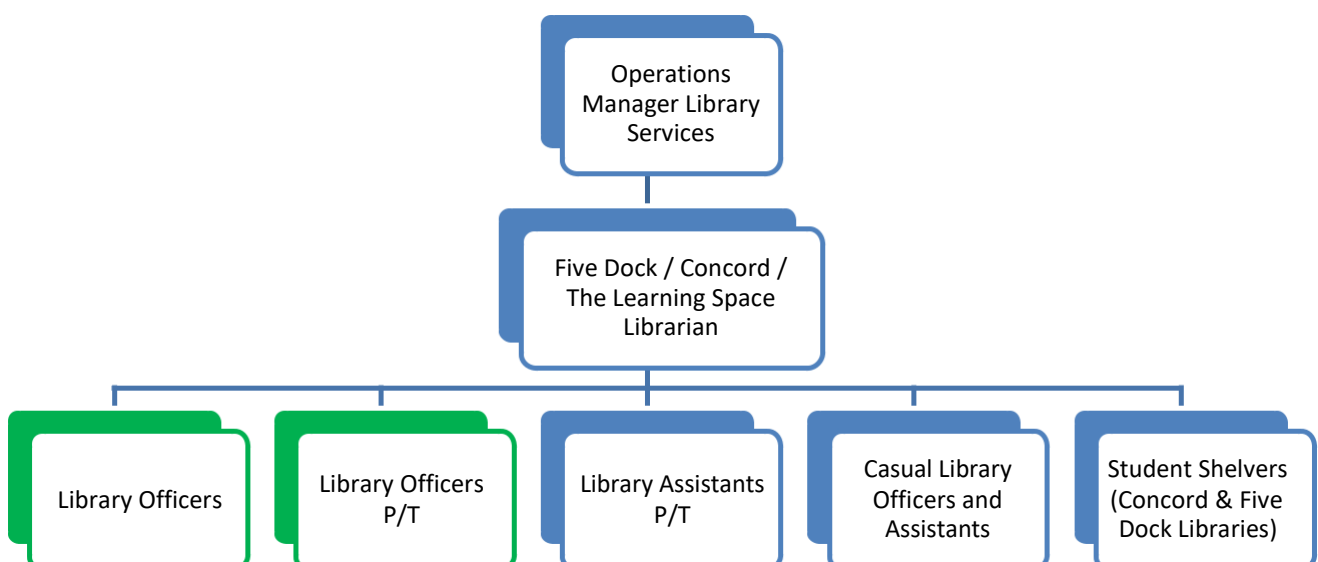
- Assist in the promotion of library services and resources to the community to ensure greater awareness and access to the library.
- Contribute content for social media tools as a means of communicating with, and promoting the library to, the community.
- Provision of efficient, high quality customer service.
- Attend meetings and forums to stay abreast of industry trends in document delivery and/or community information services and resources.

General

- To comply with the operational responsibilities unique to the position as outlined in the attached schedule.
- Collaborate and communicate with departmental staff and others within the organisation to create an enthusiastic and motivated atmosphere where staff work with a sense of urgency.
- Proactively support management in the process of workplace reform, service competitiveness and the achievement of objectives by proactively working to identify process, policy and operational improvements.
- Maintain a commitment to workplace safety, risk mitigation and EEO, acting to rectify where necessary.
- Carry out additional tasks within your skills set and related to library services as assigned by your Manager.

Position/Department Structure

This position reports to one of: Concord / Five Dock / The Learning Space Librarians



Essential Knowledge, Skills and Experience (Essential Criteria)

- Successful completion of a Diploma in Library Studies, or equivalent.
- Ability to work in a team based customer service environment and employ conflict resolution skills. Ability to prioritise tasks and work with minimal supervision.
- Well-developed keyboard skills combined with experience in the use of technological applications such as library systems.
- Experience in providing circulation and information services in public libraries. Ability to implement library programs within agreed deadlines.
- Demonstrated commitment to quality customer service in a busy library environment. Demonstrated supervisory experience in a customer service environment.
- Well-developed written and verbal (English) communications skills, including negotiation and conflict resolution skills
- Working with children check clearance.

Desirable Knowledge, Skills and Experience (Desirable Criteria)

- Experience in specialist library roles such as copy cataloguing, accessioning, collection maintenance, database maintenance, interlibrary loans or similar.
- Current 'Class C' Driver's Licence

Agreement

We the undersigned agree that the position description and competencies contained herein are accepted as appropriate for the performance of this position.

Signed: _____
Appointed employee

Date: _____

Signed: _____
Director

Date: _____

Signed: _____
General Manager

Date: _____

SCHEDULE OF OPERATIONAL RESPONSIBILITIES

1. Work, Health & Safety Responsibilities

1.1. Worker

A worker's responsibilities include, but are not limited to:

- 1.1.1. Taking reasonable care for his/her own health and safety.
- 1.1.2. Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- 1.1.3. Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.
- 1.1.4. Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.
- 1.1.5. Reporting all incidents, hazards and near misses to their direct supervisor.
- 1.1.6. Actively participating in injury management and rehabilitation programs.
- 1.1.7. Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- 1.1.8. Maintaining all tickets, licences, operative training etc, required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- 1.1.9. Attending all specified training and induction courses.
- 1.1.10. Contributing to workplace practice and procedure reviews.
- 1.1.11. Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- 1.1.12. Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- 1.1.13. Participating in workplace inspections.
- 1.1.14. Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

1.2. Coordinator

In addition to the responsibilities of a worker, a Coordinator's responsibilities also include, but are not limited to:

- 1.2.1. Providing advice to the Manager on WHS issues.
- 1.2.2. Organise prompt provision of first aid or medical attention for injured workers when required.
- 1.2.3. Ensure incidents and injuries are recorded in the Incident Injury Reporting book within 48 hours of the incident occurring.
- 1.2.4. Ensure all incidents and hazards are investigated and remedial actions are initiated in their area of responsibility.
- 1.2.5. Report incidents and accidents to the RAW Coordinator and if serious in nature, to the WHS Coordinator.
- 1.2.6. Cooperate with the WHS Coordinator in any incident or accident investigation that may be required.
- 1.2.7. Providing alternative duties/employment for injured workers as an integral part of the return to work process.

- 1.2.8. Consulting with workers and other stakeholders to ensure the Injury Management Program and Rehabilitation Program operate effectively.
- 1.2.9. Including safety training and equipment in budgets.
- 1.2.10. Ensuring the staff under your area of responsibility hold and maintain all tickets, licences, operative training etc required for their job by legislation or through the organisation's policy/procedures, and ensure a record of certification is maintained.
- 1.2.11. Ensuring all workers have attended relevant induction and essential safety courses.
- 1.2.12. Monitoring the use of Personal Protective Equipment (PPE) in accordance with Council's policies.
- 1.2.13. Undertaking workplace inspections in accordance with the City of Canada Bay's policies and corrective action taken if required.
- 1.2.14. Ensuring purchases comply with the City of Canada Bay's requisition procedures and purchasing policy.
- 1.2.15. Maintaining awareness of legislation which regulates activities you are responsible for.
- 1.2.16. Advising managers of any person who is not engaging or complying with safe work practices or the organisation's policies and procedures.
- 1.2.17. Ensuring hazards identified are investigated, assessed and remedial actions adopted to eliminate or control risks.
- 1.2.18. Ensuring all measures (including procedures and equipment) that are adopted to eliminate or control risks to health and safety are properly used and maintained.
- 1.2.19. Ensuring workers are supervised by a competent person.
- 1.2.20. Ensuring amenities are maintained in a safe and healthy condition at all times.

2. Equal Employment Opportunity Responsibilities

Comply with Equal Employment Opportunity (EEO) legislation as well as Council's EEO policies & procedures.

3. Sustainability Responsibilities

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Council's policies & procedures.

4. Record Keeping Responsibilities

Comply with Council's Records Management Policy and the State Records Act 1998.

5. Designated Person Classification

This position is not classified as a "designated position" under section 449 of the Local Government Act 1993 and is therefore not required to complete a 'Disclosures by Councillors and Designated Persons Return'.

or

This position is classified as a "designated position" under section 449 of the Local Government Act 1993. As such a 'Disclosures by Councillors and Designated Persons Return' will need to be completed annually which discloses pecuniary interests and other matters as prescribed by Part 8 of the Local Government (General) Regulation 2005.

6. Code of Conduct Obligations

Comply with the requirements of Council's Code of Conduct.

7. Delegations

Delegations for the position are listed in the Register of Delegations for Technical Services & Operations and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

8. Organisation Values

Value	Value Statements
We act with integrity	We are accountable to ourselves and our community. We are honest, fair and ethical in all we do. We are clear and transparent in our actions. We do what we say we will.
We empower our people	We invest in our people and build leaders. We encourage our people to be decision makers and to take action. We take ownership of our actions. We are approachable and lead by example.
We are respectful	We listen to each other with an open mind. We build relationships on mutual respect. We are open, honest and constructive in our communication. We are inclusive and embrace diversity. We will respond to our community in a timely and responsible manner.
We work together	We care about each other and about our community. We are committed to building and maintaining a safe environment for our people. We support our people to perform at their best and celebrate achievements. We collaborate to get the best out of each other. We work with our community to build a better future.
We innovate	We encourage and value ideas that will improve services for our community. We are creative problem solvers and are committed to creative thinking. We will be better tomorrow than we are today, building on past success. We continuously improve and challenge ourselves to deliver better outcomes.

9. Acknowledgement

I have read and understood, and agree to comply with, the Operational Responsibilities as outlined above:

Initialled: _____ Date: _____
Appointed employee

Initialled: _____ Date: _____
Supervisor/Manager

Initialled: _____ Date: _____
Director