



Position Description:

Library Systems Customer Support Officer

PRIMARY ROLE STATEMENT

The purpose of this role is to assist with delivery of training programs, support/troubleshooting of customers, Library staff, public hardware, networked applications and operation of Library Management System. Ensuring the consistency of service through efficient operation of all technological applications used across the Library service.

KEY DUTIES AND RESPONSIBILITIES

General Library duties

- Input into development of Library Service policies, procedures and guidelines
- Implement the approved policies, procedures and guidelines and train and support team members to adhere to them
- Ensure the security and accuracy of customer information, and follow Library guidelines on maintaining customer privacy
- Demonstrate a consistently high level of performance in a busy, customer focussed library environment
- Actively participate in, and contribute to, team meetings, work processes, activities, projects and planning
- Demonstrate competent customer Service skills to clients of all educational levels, cultural backgrounds and age groups
- Resolve complaints and queries on request and ensure referral where required
- Be prepared to attend meetings, seminars and training courses as required
- Input into the promotion of library services & resources to the community to ensure greater awareness and access to the Library. This includes participating in various marketing initiatives
- Maintain an awareness of changing trends and innovations in public library practice
- Provide accurate and appropriate information to customers
- Supervise money handling according to Library procedures
- Be aware of and actively work towards the goals set out in the Library's Strategic Plan, and support team members to do the same
- Perform any duties associated with the Library Service, which are within the limits of the employee's skills, competence and training
- Maintain an awareness of Library emergency and safety procedures, including evacuation procedures for each branch, the locations of first aid kits, emergency exits and fire-fighting equipment, and supervise staff in the awareness of these procedures
- Participate in customer service duties at designated service points as rostered, including evening and weekend work

Library Customer Experience duties

- Supervise and participate in general maintenance activities such as shelving, shelf tidy, weeding, repair of library stock, restocking supplies and rotating material on display
- Supervise staff and assist customers using library equipment including photocopiers, printing services, self-serve equipment and OPACs
- Assist customers, both on-site and remotely, to access library resources including online databases, lending platforms and other e-resources
- Assist customers with troubleshooting basic technology problems including photocopiers, printing services, computer equipment and software
- Be aware of all policies, procedures and guidelines related to the Toy Library
- Maintain an awareness of current reading trends and readers advisory resources
- Regularly review and inspect the library building, and manage all building requests, maintenance, and reporting for the branch location

Systems Support duties

- Provide support to the community and staff in the use of computer equipment, software, portable devices, bookings, printing services, wireless and ticketing systems
- Assisting with support/trouble shooting of public hardware, networked applications and the operation of the Library Management System
- Provide support, guidance and training to staff as required
- Maintain clear and accurate written procedures and instructions
- Maintain statistical data as required
- Assist with training and delivery of technology related programs as required
- Maintain and update Digital signage as required
- Work regular desk shifts at service points and provide quality customer service
- Perform any duties associated with the Library Service, which are within the limits of the employee's skills, competence and training

Child Safe Organisation

- This position is designated as child related. Applicants will need to provide suitable identification and personal details and a valid Working with Children Check Clearance Number must be submitted with your application. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.

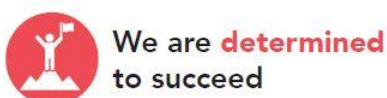
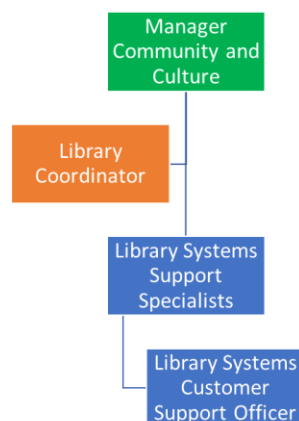
Fraud and Corruption Prevention

Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to Council's Internal Ombudsman in the first instance, who will notify the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.

Work Health & Safety

In accordance with councils WHS policy 2018, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have agreed to work to this policy.

ORGANISATION STRUCTURE



ABILITIES, QUALIFICATIONS, EXPERIENCE

Essential

- Diploma – Library/Information Studies (TAFE)
- Eligible for Library Technician membership of ALIA
- Demonstrated ability to work autonomously whilst managing competing priorities and deadlines
- Demonstrated ability to liaise effectively with a wide range of staff, customers and vendors
- Demonstrated understanding of current technology issues and trends in the public library environment
- Well-developed literacy, numeracy and oral communication skills
- Well-developed interpersonal and customer service skills
- Current driver's license

Desirable

- Experience in working in a public library, specifically in a multicultural community
- Experience in troubleshooting technology issues
- Working knowledge of Library Systems and Equipment - SirsiDynix Symphony, Monitor, Bibliotheca, FE Technology

Employment Screening Required

- ☐ Qualifications verification
- ☐ Licence Check if driving Council vehicles
- ☐ Working With Children's Check

Classification	Grade 8
Job Function Group:	Operational
Reports to:	Library Coordinator
Staff Reporting Responsibilities:	Nil
Budget Responsibility:	Nil

Date:

Agreed:

[Insert Employee Name]

Employee signature



We are **determined**
to succeed



We are **inclusive**
in our approach



We are **progressive**
in our outlook