

POSITION TITLE:	Library Officer
POSITION NUMBER:	10165
AWARD:	Queensland Local Government Industry (Stream A) Award – State 2017
AWARD CLASSIFICATION:	1.6 - 2
REPORTS TO:	Coordinator Libraries
DEPARTMENT:	Communities

ABOUT US

Our vision

A progressive region creating opportunities for all.

Our mission

We are a council committed to continuous improvement, a sustainable future and efficient investment in our communities.

Our values

- Respect and integrity.
- Accountability and transparency.
- Providing value.
- Commitment and teamwork.

OBJECTIVE OF THIS ROLE

Library Officers are responsible for providing efficient and effective public library services in alignment with the Library's Strategy and Action Plan. This includes; customer service, library operations, administration, marketing, facilities monitoring, community development and events, programs and services. It may also include special project work as allocated.

KEY RESPONSIBILITIES IN THIS ROLE

1. **Customer Service.** Provide a high-level customer service to members and visitors to the library.
2. **Library Operations.** Maintain library database. Assist with collection development and management, including circulating resources, stock rotations and Inter-library loans.
3. **Administration.** Undertake tasks such as internal mail sorting, writing library documents, customer receipting and banking, monthly statistics and internal finances.
4. **Marketing.** Assist in the marketing of library events, programs and services.
5. **Facilities.** Assist in the monitoring of facilities to ensure good maintenance and public safety.

6. **Community Development.** Support community to build capacity. Partner with community to support local initiatives. Build connections with community.
7. **Events, Programs and Services.** Assist with delivery of library events, programs and services.

Additionally, this position may be required to conduct other duties as lawfully directed by the reporting manager.

ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

Mandatory:

- Competent on a wide range of Microsoft programs.
- Previous experience in customer service, library and/or related disciplines.

Desirable:

- Above and beyond approach to teamwork, customer service and community support.
- Previous experience in public libraries or local government.
- Knowledge of the Aurora Integrated Library Management System.

QUALIFICATIONS, EDUCATION AND LICENCES REQUIRED

Mandatory:

- Minimum of Queensland C class provisional driver's licence.
- Queensland Working with Children Blue Card, or ability to obtain.

Desirable:

- Certificate in library operations, or willingness to work towards such qualifications.
- First Aid Certificate.

KEY SELECTION CRITERIA

1. Demonstrated ability to plan and deliver programs such as story time, school holiday activities and computer classes for seniors.
2. Demonstrated knowledge of the public library industry and what the Central Highlands Regional Council library service provides to the community.
3. Demonstrated ability to use or learn computer systems such as Word, Excel, SmartSheet, OneDrive, Skype and Social Media.
4. Demonstrated ability to deal with sensitive situations involving other people.

CORPORATE REQUIREMENTS YOU MUST MEET

1. Commitment to council's vision, mission and values.
2. Compliance with council's code of conduct.
3. Adherence to all relevant council policies and procedures, certified agreement, your contract of employment and relevant legislation, including the *Queensland Local Government Act, 2009* and *Queensland Work Health and Safety Act, 2011*.

4. Commitment and adherence to council's customer service charter.
5. Compliance with all relevant and necessary pre-employment checks required for this role.
6. Commitment to council's corporate plan.
7. Commitment to equal employment opportunity, diversity and merit principles.
8. Commitment to ensuring a workplace free from bullying, harassment and discrimination.
9. Efficient and effective utilisation of resources as allocated under the level of responsibility for the position.
10. Commitment to change management.

ELIGIBILITY AND PRE-EMPLOYMENT CHECKS

To be appointed to a permanent position, you must be an Australian citizen, or have permanent residency status, or a visa permitting you to work in Australia permanently. If you have a visa permitting you to work temporarily in Australia, you may be appointed to a position on a temporary basis, providing the work complies with the conditions of your visa.

The pre-employment checks relevant to this position include:

- Right to work in Australia
- Medical assessment including drug & alcohol testing.
- Queensland Working with Children check.
- Reference checks.

CORE COMPETENCIES WE NEED FROM YOU

Competency	Definition	Level
Delivering Results	Having the ability to set objectives for yourself and others, taking a forward looking perspective, and delivering successful outcomes within agreed parameters.	1
Communication	Identifying and using appropriate communication styles and methods, taking into consideration the audience and the desired outcome. Building and maintaining effective working relationships with key stakeholders, both internal and external.	1
Initiative and innovation	Anticipating situations and problems, finding appropriate solutions, grasping opportunities for improvements and taking ownership for continuous improvement that goes above and beyond the call of duty.	1
Flexibility	Being able to adapt your thinking and behaviour to suit different situations and changing circumstances. Taking other people's views on board, accepting new and different ways of working and encouraging others to embrace change.	1
Teamwork	Having the ability to work as part of a team, actively encouraging team working and recognising the role you play as part of the council team.	1
Commitment to Council	Being willing and able to align your own behaviours with the objectives, goals and values of council; acting as a role model and promoting the values to others.	1

Customer service	Aligning your behaviour with council's customer service charter to ensure both internal and external customer needs are met; taking a positive attitude, showing commitment and having a can do approach.	1
Workplace Health & Safety	Taking reasonable care for the health and safety of yourself and others, complying with reasonable instruction and co-operating with council policy and procedure.	1

A copy of the Competency Handbook is available on the Central Highlands Regional Council website under 'Careers with Council'.

GENERAL OBLIGATIONS

1. This is a description of the job as it is presently constituted. Council will regularly review position descriptions and appropriately update them to ensure that they relate to the job being performed, or to incorporate whatever changes are being proposed. Where appropriate, employees will be consulted on the changes and employees are expected to participate in consultation.
2. Whilst employment is in the position described in this document it is understood that employment is with Central Highlands Regional Council. In the event of organisational change or restructure, council may require employees to undertake other roles for which they are qualified and capable of performing.
3. Employees may be required to undertake a variety of duties not related to their substantive role in the times of disaster or significant exceptional operational circumstances.
4. All employees are responsible for making and keeping records in accordance with legislation, information standards and other relevant guidelines and procedures.
5. Failure to maintain any licence or qualification, which are a condition of your employment, may result in demotion or termination as council is unable to guarantee your transfer to a position not requiring said licence/qualification.

Please sign below if you have read, understood and accepted the responsibilities of this position as outlined in this position description.

Name

Signature

Date