

Position Description

Library Officer (Grafton)

Name of appointed officer: Vacant

Date of appointment:

Date of last review of position description: October 2018

Salary and conditions

All terms and conditions of employment are consistent with the Local Government (State) Award unless otherwise stated.

Assessed entry level of position within salary system:	Band 2 Level 1
Position limit within salary system: (20 Grade structure)	Grade 6 Entry to Step 4
Status of position:	Permanent
Hours of work per fortnight:	As required of the position

Organisational relationships

Directorate:	Environment, Planning & Community
Section/Unit:	Library Services
Team:	Public Libraries
Work base:	Grafton Library, however, this may change should business need identify other work locations to be more appropriate to deliver our services in the future
Position responsible to:	Team Leader (Grafton Library)
Level of support and supervision:	low
Level of personal management	High
Level of teamwork required:	High
Supervision of staff:	Supervises the daily work activities of staff and volunteers
Internal contacts:	All staff within Council
External contacts:	General public, other members of the Regional Library, community organisations, library professional networks

Vision, mission and values

Our vision:	To make the Clarence Valley a community full of opportunity
Our mission:	To plan and deliver services valued by the community
Our values:	the acronym ' STRIVE ' describes the values and behaviours which are considered to be core requirements when we deal with each other and our community



Our Values and Behaviours

Safe	
We will have a safety focused workplace culture to ensure the wellbeing of our staff and the community.	
Acceptable	Unacceptable
I am aware of hazards	I take shortcuts
I promote a safe culture	I ignore safety
I look out for others	I do not communicate
Teamwork	
We will work together as one council towards shared goals and for the greater good of the community.	
Acceptable	Unacceptable
I share the load	I undermine others
I communicate with others	I act in isolation
I value people's strengths	"What's in it for me?"
Respect	
We will be inclusive, treat people with courtesy and fairness, and ensure each individual is valued and heard.	
Acceptable	Unacceptable
I am inclusive	I am a bully
I value the skills and opinions of others	I am aggressive
I listen actively	I am a gossip
Integrity	
We will behave in a way that is honest, open, and transparent. We will take responsibility for our actions and strive for excellence.	
Acceptable	Unacceptable
I am honest	I lie and conceal
I work ethically and lead by example	I act corruptly
I am responsible for my actions	I undermine others
Value	
We will deliver services efficiently, effectively, and in an environmentally and financially sustainable manner.	
Acceptable	Unacceptable
I always look for improvements	I misuse Council resources
I work efficiently	I'm a bludger
I learn from my mistakes	I don't respect the environment
Engagement	
We will engage with our staff and community to inform our decision making, and create awareness of our activities.	
Acceptable	Unacceptable
I communicate in a clear and timely manner	I deliberately misinform (lie)
I am the face of Council	I don't value consultation
I value all our customers' needs	I ignore communication

Physical requirements of the position

Frequent use of computer keyboard

Frequent bending

Moderate/heavy loads moved

Repetitive tasks

Prolonged sitting

Prolonged periods of standing

Purpose of the position

To undertake duties associated with the day-to-day operation of the Library

To provide a professional level of reference and readers advisory customer service to all levels of the Clarence Valley community

To develop and deliver library programs such as children's and youth programs, Home Library Service, Technology programs and develop displays and marketing tools and events as required

Major duties and responsibilities

Review and develop operational work procedures and practices to contribute to the efficient use of physical and financial resources, continuous improvement and consistency of service delivery amongst Council's libraries.

Provide advice to the team Leader (Grafton Library) in relation to library operations, management, training, , marketing and promotion and outreach services etc

Contribute to the development of grant submissions and reports as required.

Operate and routinely maintain office equipment and digital technology. Instruct staff and public in the use of equipment and digital technologies

Promote the image and use of the library in a professional manner

Provide a professional level of customer service, Reference and Readers Advice to all target groups of the Clarence Valley library service

Contribute to the management and development of Library services in accordance with the CRL strategic plan, enabling broad access to the collection and high level assistance with enquiries

Undertake administrative responsibilities associated with the position including meeting room and display cabinet bookings.

Keep abreast of the trends in technological innovation and their application in public libraries in order to provide efficient and effective use of technology as an integral feature of the Library's service to target groups.

Deal with conflict in face to face situations and via telephone as well as managing people with challenging behaviours

Assist with day to day supervision and instruction of staff, relief staff, volunteers and work experience students.

Record and maintain library statistics as required by the State Library NSW and Council

Essential selection criteria

The selection criteria must be addressed as part of your application. Applicants must meet the essential criteria in order to be considered for interview.

Education and knowledge

Diploma of Library and Information Services (Library Technician Studies); **or** equivalent relevant industry experience

Licences/tickets, clearances, membership

Current Drivers Licence

Current Child Protection (Working With Children) Check Number or APP Number

Experience

Demonstrated experience working in a public library environment

Demonstrated ability to deliver programs and activities

Position related skills

Sound computer literacy in email and internet programs, including the ability to undertake web based searches, and Basic Proficiency in Microsoft Office products

Well developed communication skills (written, verbal and interpersonal)

Demonstrated organisational skills and ability to prioritise daily tasks

Sound written, oral and listening communication skills, including interpersonal skills that enable cooperative dealings with people from different backgrounds and age groups

Work qualities

Behaviour that positively demonstrates commitment to Council's STRIVE values

Desirable selection criteria

The following criteria are considered important and demonstrated capacity to meet them will be highly regarded.

Education and knowledge

Degree in library or information related subjects

Licences/tickets, clearances, membership

Eligibility for Membership to the Australian Library and Information Association

Experience

Demonstrated experience supervising staff or volunteers

Demonstrated ability to train one on one, or small groups

Position related skills

Ability to work with specific target groups such as children, young adults, Aboriginals, people with disabilities, CALD groups, seniors, etc

Demonstrated ability to develop programs and activities

Other features of this position may include

Standard hours include Saturday morning work

Required to work at all Libraries and the Regional Library on a rotational basis

Contact with customers with challenging behaviours

Generic performance requirements

Ethics/probity – act in accordance with the Code of Conduct.

Equal employment opportunity - comply with Council's Equal Employment Opportunity (EEO) Protocol.

Health and safety (WHS) - undertake duties and act at all times in accordance with the WHS Management System.

Other duties (outside of specific position requirements) - under the provisions of the Local Government (State) Award, Council may direct any employee to carry out duties that are believed to be within the employee's skills, qualifications, competence and fitness capabilities, whether or not they are a usual function of the position. Where an employee is required to perform duties associated with a higher position, the **Use of skills** Clause in the Local Government (State) Award will apply.

Declaration

In signing this declaration I acknowledge that I,
have been advised of the requirements, terms and conditions of appointment to this position
based on this Position Description.

Signed: Date
Employee