

## POSITION DESCRIPTION

LIBRARY OFFICER	
POSITION NUMBER	LIB005; LIB006; LIB012; LIB016; LIB023; LIB033; LIB034; LIB035; LIB039; LIB040; LIB046; LIB049; LIB053; LIB055; LIB056; LIB057
DIRECTORATE	Community and Culture
SECTION	Library Services
REPORTS TO	Team Leader Collections, Team Leader Content & Discovery Team Leader Library Programs Team Leader Library Information Technology Team Leader Library Information Services Team Leader Library Customer Experience Team Leader Content and Discovery Team Leader Children & Youth Services Coordinator Library Customer Experience
DIRECT REPORTS	Nil
GRADE	9
CONDITIONS OF EMPLOYMENT	Local Government (State) Award 2020
DATE PREPARED	May 2019
DATE LAST UPDATED	September 2021

### 1. PURPOSE OF THE POSITION

To contribute to the efficient and effective operations of the Georges River Libraries by ensuring the delivery of high quality, customer focused library services, resources, programs and systems.

### 2. KEY ACCOUNTABILITIES

#### General

- 2.1 Undertake rostered duties at all Georges River Libraries to meet customer expectation.
- 2.2 Provide support and instructional training to staff and customers in the use of library software, self-service kiosks, public computers, photocopiers and printers.
- 2.3 Deliver and promote library and information services that meet the diverse needs and interests of the community encouraging the development of literacy, creativity and lifelong learning

#### Specific Support Services

- 2.4 Plan, create and administer staff rostering across the Library service ensuring all service points are adequately staffed at all times

- 2.5 Develop and administer an efficient volunteer and work placement program; including training programs; liaising with Library Coordinators to ensure volunteers and work placement students enjoy a rewarding and productive experience
- 2.6 Ensure accurate timekeeping of casual and part time library service staff through weekly reconciliation of timesheets and associated leave applications for the payment of all library staff
- 2.7 Provide an efficient booking service for facilities across the library service ensuring accurate recording, confirmation and payments in a timely manner

#### **Specific Information Technology**

- 2.8 Provide training and instructional programs to staff and library customers regarding technology, online resources, library systems and processes.
- 2.9 Provide support for library technology including mobile devices, computers, printers and RFID equipment.
- 2.10 Assist the maintenance of the library's online content including websites, social media and eResources.
- 2.11 Assist the collection and reporting of data relating to the systems and services provided by the Library Information Technology Team.

#### **Specific Children and Youth**

- 2.12 Assist in the planning, development, promotion and delivery of library and information services, programs and events that meet the diverse needs and interests of children and youth across the library service encouraging the development of literacy, creativity and lifelong learning.
- 2.13 Contribute to the program of promotions, services and events targeted to children and youth through in-house publications, the web, and other promotional opportunities.
- 2.14 Deliver targeted community outreach to key priority groups as determined in the Outreach Program promoting library services for children and youth.
- 2.15 Deliver regular and introductory class visits to the library service by local schools, preschools and community groups.

#### **Specific Customer Experience**

- 2.16 Deliver and promote library and information services that meet the diverse needs and interests of the community encouraging the development of literacy, creativity and lifelong learning.
- 2.17 Work within a team environment and ensure that all service points, public areas and amenities are neat, clean and safe and report all issues as required.
- 2.18 Assist with the collection and reporting of data relating to the use of the facilities equipment, roving services, information requests, and customer enquiries at Georges River Libraries.
- 2.19 Assist with the efficient operation of the Library ensuring service points are staffed, resources are available, and building is maintained.

#### **Specific Information Services**

- 2.20 Provide training and instructional programs to staff and library customers regarding information literacy, local studies, genealogy, research skills and inter library loans.
- 2.21 Assist with digitisation, classification and collection maintenance tasks.
- 2.22 Assist research requests and inter library loans
- 2.23 Assist the collection and reporting of data relating to the services, systems and collections provided by the Information Services Team.

#### **Specific Library Programs**



- 2.24 Plan, develop, promote and deliver library and information services, programs and events that reflect and enhance the informational, cultural, recreational and educational needs of the local community
- 2.25 Maintain awareness of current trends, issues and new technologies to ensure services and programs remain relevant to the target audience
- 2.26 Deliver targeted community outreach to key priority groups as determined by the Outreach Program promoting library services to the broader community
- 2.27 Contribute to the promotion of programs, services and events through in-house publications, the web, and other promotional opportunities; implement the Library's style guide; liaise with Council's Media Unit

#### **Specific Library Resources**

- 2.28 Contribute to a responsive collection development practice by: developing and executing efficient, timely workflows; assisting in the review of collection profiles based on customer feedback; devising and delivering customer engagement programs.
- 2.29 Under the team leaders' direction, devise and implement efficient procedures using evidence-based tools to ensure the collections are developed and maintained to a high standard.
- 2.30 Contribute to the development, implementation, promotion and delivery of readers' advisory programs through the use of innovative tools, platforms and best practice guidelines.
- 2.31 Contribute to the development and delivery of a range of collections that recognise and reflect the diversity of the Georges River community.

#### **Specific Home Library**

- 2.32 Develop and implement processes that ensure the provision of effective Home Library Services to target groups including maintenance of a schedule of deliveries, appropriate selection, loan and return of materials.
- 2.33 Establish, develop and maintain collaborative relationships with organisations, businesses and community groups to raise awareness of, and expand access to, the Home Library Service.
- 2.34 2.3 Contribute to the development and delivery of reader engagement programs.
- 2.35 2.4 Compile statistics and monitor customer satisfaction/utilisation of Home Library Services to ensure service delivery is maintained to a high standard.

### **3. WORKPLACE HEALTH AND SAFETY**

'There is always time to work safely'. We all have a responsibility for Workplace Health and Safety. All employees must observe safe work practices and operating procedures and comply with the requirements of the WHS legislation and Council's Policies and Procedures relating to Workplace Health and Safety.

### **4. MODEL CODE OF CONDUCT**

Council's Model Code of Conduct sets out minimum standards of conduct that is expected of employees and which we must adhere to. Employees must be impartial and fair in dealings with residents, customers, suppliers, general public and with each other in order to retain trust, confidence and support.



## 5. EQUAL EMPLOYMENT OPPORTUNITY

Georges River Council wants to build a workplace free from discrimination and harassment. It is the responsibility of all employees to ensure that they treat all colleagues and customers with respect and professionalism without regard to non-relevant criteria or distinctions.

## 6. COUNCIL'S POLICIES, MANAGEMENT GUIDELINES AND PROCEDURES

Comply with all Council's Management Guidelines, Policies and Procedures

## 7. CUSTOMERS

- 7.1 Provide effective service to Council customers and the community
- 7.2 Provide effective service to internal customers
- 7.3 Present a positive image of Council

## 8. LIMITS OF AUTHORITY

Please note that this position holds delegations pursuant to section 378 of the Local Government Act. Responsibilities are to be exercised in accordance with Council's Delegations of Functions.

## 9. SELECTION CRITERIA

### **Qualifications, Certificates & Licences**

- 9.1 TAFE Diploma qualification in Library and Information Science and/or equivalent library experience

### **Essential**

- 9.2 Demonstrated experience in library and information services
- 9.3 Demonstrated experience in implementing, promoting, delivering effective and relevant library services, programs and events to a diverse community encouraging literacy, creativity and lifelong learning
- 9.4 Demonstrated skills in written and verbal communication including summarising data, preparing reports and providing training.
- 9.5 High level customer focused approach to service delivery
- 9.6 Demonstrated ability to work unsupervised and in a team environment
- 9.7 Demonstrated analytical, time management, organisational, and creative problem-solving skills.
- 9.8 Must be fully vaccinated (minimum 2 doses) with an approved COVID-19 vaccine and provide Council with evidence of vaccination, or an accepted certified medical contraindication. Council reserves the right to confirm the validity of contraindications in accordance with NSW Health guidelines, and to direct a Worker to undertake an independent medical examination in relation to the issuance of a medical contraindication certificate.

### **Desirable**

- 9.9 Demonstrated interest and experience in the application of technology for the delivery of high-level library services
- 9.10 Certificate IV in training
- 9.11 Current NSW Driver's Licence



## EMPLOYEE ONLY

I have read and understand the content of this Position Description and undertake to meet the key accountabilities in an appropriate manner.

Employee Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

