

Melton City Council

# Library Operations Support Officer

Position Description

PD: 00373

A vibrant, safe and liveable  
City accessible to all

## 1. Position details

Position Title	Library Operations Support Officer
Directorate	Community Services
Service Unit/ Department	Libraries and Arts
Position Classification	Band 4
Enterprise Agreement	Melton City Council Enterprise Agreement No 9 2019 or any successor enterprise agreement.

## 2. Organisational relationships

Reports to	Team Leader Customer Experience
Supervises	Library Officers as required
Internal liaisons	<ul style="list-style-type: none"><li>Libraries and Arts Staff</li><li>Council Staff</li></ul>
External liaisons	<ul style="list-style-type: none"><li>General public, library users, external room hirers</li><li>Suppliers and service providers</li></ul>

## 3. Our Organisation

### 1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

### 2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

### 3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

### 4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.

### 5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.



#### 4. Position objectives

- Ensure customers have a positive experience in our Library and Learning Hubs by delivering high quality customer service.
- Provide high quality administrative support to library operations and resource management.

#### 5. Key responsibility areas

- Deliver high quality customer service across the library service or access points, ensuring customers have a positive experience characterised by active engagement.
- Create a welcoming experience by proactively engaging with customers throughout the library to maximise their use of the facility, resources, equipment, technology and online platforms.
- Deliver on delegated administrative projects via the proficient use of MS Office and other specialist software.
- Financial administration duties including general purchasing, invoice processing and payment reconciliation.
- Participate in the development and maintenance of library collections across the service.
- Assist with the preparation of statistical reports and analysis, using the Library Management System, creating and maintain Excel spreadsheets and electronic resources to meet performance measurement requirements.

#### 6. Accountability and extent of authority

- Resolve customer service issues and contribute to the smooth operations of the library facility when rostered.
- Ensure the efficient flow and processing of financial administration responsibilities.
- Provide administration support for the libraries and arts team.
- Provide support for collection development and maintenance across the service.
- Ensure statistical reports are created, developed and submitted in a timely manner.
- Operate within library procedures and guidelines, Council policies and under the provisions of relevant acts, regulations, codes, standards and policies.

#### 7. Judgement and decision making

- Under general direction follow established work task processes and routines.
- Problem solve minor issues regarding the day to day customer service operations and program session delivery of the library, following clearly defined procedures.
- Guidance and advice for decision making on complex customer service issues.
- Ability to troubleshoot minor technical issues with computers and equipment, referring to specialist staff as required.
- Assist and train library officers, volunteers and work experience students in accordance with policies and procedures.

#### 8. Specialist skills and knowledge

- Demonstrated knowledge in the use of Library Management Systems and Microsoft Office based applications including Word, Excel and PowerPoint.

- Well-developed computer and information technology skills with the ability to provide assistance and resolve issues in the use of computers, photocopiers, wireless internet access, common software technology and mobile devices.
- Knowledge of collections development and maintenance.
- Excellent understanding of the role and purpose of public libraries and lifelong learning in a community context.

## 9. Management skills

- Demonstrated ability to use initiative to solve problems and prioritise workloads to achieve work targets.
- Demonstrated ability to plan, organise and prioritise routine functions along with specific tasks.
- Work with minimal supervision and to seek advice and assistance from others when required.
- Direct Library Customer Service Officers when rostered on shifts.

## 10. Interpersonal skills

- Excellent verbal communication skills, including the ability to gain cooperation and assistance from other employees and the public.
- Excellent customer service skills with the ability to confidently and actively engage with customers.
- Excellent written and verbal communication skills, with the ability to liaise with suppliers.
- Work well as part of a team and interact positively with employees and members of the public, especially in resolving issues and providing service.
- Develop rapport and work effectively with a broad range of stakeholders from diverse backgrounds, including staff, general public, and community organisations.

## 11. Qualifications and experience

- Post-secondary qualification acceptable for technician membership of the Australian Library and Information Association together with experience, or lesser qualification together with relevant public library experience.
- Experience in public libraries, office administration and customer service highly desired.
- Current valid Victorian driver's licence and current working with children's check.

## 12. Key Selection Criteria

1. Post-secondary qualification acceptable for technician membership of the Australian Library and Information Association together with experience, or lesser qualification together with relevant public library.
2. Excellent customer service skills with the ability to confidently and actively engage with customers.
3. Demonstrated computer and information technology skills with the ability to provide assistance and resolve issues in the use of computers, photocopiers, wireless internet access, common software technology and mobile devices.
4. Excellent verbal and written communication skills, including the ability to develop rapport and work effectively with a broad range of stakeholders from diverse backgrounds, including staff, general public, and community organisations.
5. Ability to develop positive working relationships with staff across the organisation, and work together towards effective outcomes in a team environment.



6. A current valid Victorian driver's licence and current Working with Children's Check.

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Manager Libraries and Arts

Approved by Position Title

October 2022

Date Approved

Incumbent's name

Signature

Date

