

POSITION DESCRIPTION

Position Title:	Library Programs Officer
Position Number:	1013
Group:	Organisation and Community Capacity
Business Unit:	Community Services
Service Unit:	Library Services
Reports To:	Team Leader Library Programs
Grade:	7
Hours Of Work:	35
Last Date Of Review:	March 2022
Last Date Of Evaluation:	

Role Function Summary

The Library Programs Officer is primarily responsible for developing and delivering high quality library programs for diverse audiences. The role delivers lifelong learning, literacy, cultural and recreation programs, and services with an innovative approach.

The library operates in a team environment working together to achieve the objectives and initiatives outlined in Council's Management plan. There are circulation and information service duties common to all library staff.

Key Responsibilities (Major and Essential Job Functions)

- Circulation duties including front desk customer service, promoting a customer-centred focus, community orientated and team approach to the delivery of library services.
- Develop and implement quality innovative programs and services including STEAM, digital literacy, traditional library, and outreach that deliver social, cultural, learning, and economic outcomes.
- Evaluate and review programs to ensure they remain relevant to community needs and aspirations.
- Support the implementation of organisational objectives in accordance with approved plans, policies, procedures, and guidelines.
- Maintain and analyse program records, including customer attendance and feedback for statistical reporting and continual improvement purposes.
- Develop strong internal and/or external partnerships to lead discussions and deliver programs including influencing, cooperation, and participation of others.
- Support effective change management initiatives, exhibiting flexibility and adaptability and supporting the development of the library service to reflect changing community requirements.
- Coordinate library book clubs and acting as key liaison with community book clubs.
- Liaise with volunteers and relevant partners to develop value added programs and community initiatives.
- Identify relevant grant opportunities to fund program deliverables.

This position description does not form an exhaustive list of your duties. You may be required to undertake other projects, tasks and activities as required from the business from time to time which are within the skills, competence, and training of the incumbent. Singleton Council reserves the right to amend or update this position description in accordance with operational needs.

Organisational Responsibilities:

Council's decisions, actions and behaviours are governed by its vision, mission, and values. All employees of Council have an accountability to ensure their work and behaviour is aligned to these.

Community Vision	Singleton. Vibrant, progressive, connected, sustainable & resilient.
Organisation Vision	ESP - Engaged people; Safe and Sustainable workplace; and a Performance based culture.
Our Purpose	To "create community".
Values and Behaviours	<p>Council has five values which guide behaviours and decision making. It is through these values high quality services are delivered to employees and the community. Employees play an important role in leading the way and upholding Council's values, including the Code of Conduct. Council's values are:</p> <ul style="list-style-type: none"> • Integrity: We act with commitment, trust, and accountability. • Respect: We are open, honest, inclusive, and supportive. • Excellence: We strive to achieve the highest standards. • Innovation: We are creative, progressive, and strategic. • Enjoyment: We promote a harmonious, productive, and positive workplace.
Safe Workplace	It is a requirement of employment with Singleton Council that all staff undertake their work in accordance with WHS policies and procedures. Employees will always display and promote safety in the workplace.
Policies and Procedures	<p>The responsibilities of this position are completed in line with all Council policies and procedures related to this position.</p> <p>Awareness of the principles of equity and diversity, work health and safety, environment, risk management, records management, and quality assurance as they relate to this position.</p>

Organisational Relationships

Internal Relationships:	Manager, Coordinator, Team Leader, Library Team, Volunteers, Work Experience, Community Services Team, Council Staff
External Relationships:	Customers, State Library of NSW, Public Libraries Network, Community Organisations and Groups, Educational Institutions, Partners
Direct Reports:	Nil
Indirect Reports:	Nil

Specifications and Technical Skills:

Essential Criteria:

- Diploma of Library and Information Services or related discipline.
- Demonstrated experience in devising and implementing programs for diverse audiences.
- Working knowledge of new technologies, current trends and industry best practice and developments.
- Demonstrated excellent time management and problem-solving skills.
- Ability to work independently and as part of a team.
- A commitment to providing excellent customer service to both internal and external customers of Council.
- Demonstrated effective written and verbal communication skills.

Desirable Criteria:

- Experience working in a public library and knowledge of a library management system and technical equipment set-up and troubleshooting.

Licences and Tickets:

- Working with Children's Check (WWCC)
- Current Class C NSW Drivers Licence

Physical Requirements / Work Environment:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the inherent requirements of the job. This position will involve work in the office environment as well as being able to navigate construction and work sites.

Physical Requirements and Work Environment

ACTIVITY	FREQUENCY				# OF HOURS A DAY							
	Repetitive	Frequent	Occasional	Infrequent	1	2	3	4	5	6	7	8
Sitting		✓					✓					
Walking			✓		✓							
Standing		✓					✓					
Bending				✓	✓							
Squatting				✓	✓							
Climbing				✓	✓							
Kneeling				✓	✓							
Twisting				✓	✓							
Lifting				✓	✓							
Driving				✓	✓							

If manual lifting is required ensure a risk assessment is completed each time lifting is required.

Hand Manipulation Required	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Repetitive Hand Movements	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
	Right Hand					Left Hand			
Simple Grasping (hold bottle)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Simple Grasping (hold bottle)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Power Grasping (tight grip)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	Power Grasping (tight grip)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>
Pushing Pulling (to from body)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>	Pushing Pulling (to from body)	Yes	<input checked="" type="checkbox"/>	No	<input type="checkbox"/>
Fine Manipulation (fine finger)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>	Fine Manipulation (fine finger)	Yes	<input type="checkbox"/>	No	<input checked="" type="checkbox"/>

Tick below if these are requirements of the position:

	Operating mobile plant		Working with paints, solvents, oil, grease
✓	Light repetitive handling		Cold environment
	Dog/cat control		Climbing, working at heights
	Cattle, sheep handling		Confined spaces work
	Native Animal, reptile handling	✓	Customer contact
	Garbage collection		Screen based work (intermittent)
	Office, toilet cleaning	✓	Screen based work (constant)
	UV exposed	✓	Clerical deadlines
	Herbicide/Pesticide use		Supervisory – clerical, planning, deadlines
	Cooking		Building trades work
	Walking on Slopes / Hills / Gradients		Motor trades work
	Walking on uneven surfaces		Child care
	Working with bitumen		Hospitality
	Working with concrete	✓	Exposure to dust or fumes

Skills Progression and Assessment Record:

Position Title: **Library Programs Officer**

Employee:

Skill Progression Requirements <input checked="" type="checkbox"/> Step Achieved	Salary Step	N/A	1	2	3	4
Relevant qualifications and demonstrated knowledge of library resources and research skills	1					
Effective service provision to internal/external customers, planning and delivering effective community programs	1					
Effective operation of software and hardware relevant to position	1					
Sound oral and written communication skills	1					
Demonstrated understanding of Council & Library policies, protocols, and procedures	1					
Demonstrated application of literary and cultural knowledge, local demographics to library programs	2					
Demonstrated self-motivation, initiative, and creative problem-solving and advanced reader advisory/reference skills	2					
Demonstrated forward planning & continuous improvement of programs	2					
Demonstrated contribution to marketing library services and programs	2					
Demonstrated ability to analyse feedback and make recommendations for program development	2					
Effective building of partnerships, seeking funding opportunities and liaising with community groups to develop new initiatives	3					
Provide sound instruction to the public and train staff in areas of responsibility, including circulation	3					
Demonstrated ability to cross-skill with Home Library Officer	3					
Demonstrated ability to cross-skill with Early Literacy Programs Officer	3					
Effective application of professional standards and guidelines relevant to library service provision	3					
Demonstrated broad up-to-date knowledge of pertinent fields applicable in the library field	4					
Demonstrated ability in group facilitation, program management and staff training in areas of responsibility	4					
Demonstrated ability to develop, manage and review programs autonomously	4					
Demonstrated ability to upskill with Team Leader Library Programs	4					
Completion of further studies in library related discipline	4					

Skills Review Year (eg 2018):

Position:

Annual Skills Assessment:

The following is to be completed at the time of the annual skills assessment.

Comments on Employee's attitude and application to work:

Employee's Comments:

Name

Signature

Date

Manager / Supervisor's Comments:

Name

Signature

Date

Director's Comments:

Name

Signature

Date

Summary of Skills Assessment	1	2	3	4
Total number of skills at each salary step =				
Number of skills not applicable at each salary step =				
Number of skills achieved at each salary step =				
Number of skills not achieved at each salary step =				
<input checked="" type="checkbox"/> Proposed Salary Step Placement				