



Position Description

Library Officer Operations

Council Strategic Vision

Protecting our heritage and beautiful coast, while creating a welcoming and healthy place for all in South Australia's most sustainable city.

Our Culture

A place that proudly delivers great things.

Where we deliver on promises; value people; recognize achievements; inspire progress, respect history, build the future; grow and learn; and enjoy what we do.

Our Values

ARISE: Achievement, Respect, Innovation, Simplicity, Engagement



TITLE:	Library Officer Operations
LEVEL:	Level 2
POSITION OBJECTIVE:	
<p>The Library Officer Operations is responsible for providing a high quality, customer focused library service to the community across the Brighton and Glenelg branches. This position provides support for the daily operation of library systems and technology and assists customers to use the library technology effectively. Also provides support for the presentation and promotion of the library as a welcoming community place and assists within the Learning and Collections areas as required.</p>	

1. REPORTING RELATIONSHIPS

- This position reports to the Library Operations Lead.
- There are no staff reporting to this position.

2. KEY PERFORMANCE INDICATORS

- Delivery of a customer focused library service to the community.
- Library technology is accessible and library facilities well presented
- Contribution to the development, delivery and review of library practices, operations and services.
- Annual PDR process implemented with measurable goals and an effective personal development plan aligned to role requirements.

3. POSITION DETAILS

PEOPLE & CULTURE

- Provide high quality customer service to the City of Holdfast Bay's external and internal customers, in line with service outcomes and objectives.
- Respond to, or refer, customer service queries and complaints in a helpful and timely manner.
- Contribute to the development and review of customer service procedures.
- Pro-actively develop and maintain respectful and positive relationships both internally and with customers and volunteers.
- Actively participate and maintain a customer focused culture.
- Attend meetings and professional development training.

SYSTEMS & PROCESSES

- Contribute to delivering and maintaining daily library operations, including the Glenelg Library Customer Service counter.
- Contribute to and support general library procedures and programs.
- Contribute to the development and review of library practices.
- Actively seek and suggest ways to improve work practices and outcomes.
- Contribute to the presentation and promotion of the library as a welcoming place.
- Provide services across the Learning and Collections teams as required.
- Support and deliver digital literacy programs
- Contribute to recording library statistics and reporting
- Contribute to documenting and reporting problems with the delivery of Library Systems.

- Contribute to resolving minor software and hardware problems.
- Contribute to the delivery of advice and training on Library Systems to customers and staff.
- Reconcile weekly library revenue.
- Assist library customers to use library technology and basic assistance with a range of devices.

QUALITY & COST

- Deliver quality outcomes on time and on budget.
- Undertake research and small projects as required.

DEVELOPMENT

- Pro-actively participate in the Professional Development & Review (PDR) process and provide suggestions on how individual capabilities can be expanded as they relate to the role.
- Actively listen to the needs, concepts and ideas of peers, the community and customers.

4. PERSONAL CRITERIA

QUALIFICATIONS

- Higher School Certificate (or similar) or appropriate on-the-job experience – ***desirable***
- Tertiary qualifications in library studies or other relevant studies – ***desirable***
- Holds an unencumbered Australian drivers licence – ***essential***

EXPERIENCE & KNOWLEDGE

- Understanding of fiction and information resources in all media/formats - ***essential***.
- Proficient in the use of Microsoft Office and experience in using corporate digital applications – ***essential***
- Experience working in a library (preferably a public library) – ***highly desirable***
- Experience working in a customer service role – ***highly desirable***
- Relevant numeracy and literacy skills, with good attention to detail – ***highly desirable***
- Understanding of library management systems – ***desirable***
- Experience working with, and delivering programs to, adults, youth and children - ***desirable***
- Experience in resolving minor software and hardware problems – ***desirable***
- Understanding of the role of public libraries within the community – ***desirable***
- Knowledge and understanding of legislation, guidelines and standards relevant to the area of operation – ***desirable***
- Broad understanding of local government and Council's organisation structure, policies, and operations - ***desirable***

PERSONAL CAPABILITIES

- Highly self-motivated with the ability to establish credibility and deliver high quality outcomes for our community – ***essential***
- Highly developed customer service skills, with a commitment to continuous improvement – ***essential***
- Good verbal and written communication skills – ***essential***
- Ability to prioritise workload and meet set timelines.
- Ability to be resilient, innovative, flexible and readily accommodate change.

- Ability to analyse problems, evaluate alternatives, provide solutions and make decisions based on sound judgement.
- Demonstrated commitment to exploring and expanding individual capabilities.
- Ability to work both independently and in a team environment
- Ability to share information and expertise freely.

5. WORK HEALTH & SAFETY RESPONSIBILITIES

- Comply with any reasonable instruction in relation to WHS.
- Cooperate with any reasonable policy or procedure relating to WHS.
- Take reasonable care in regard to work health and safety.
- Avoid adversely affecting the health and safety of any other person through any act or omission at work.
- Ensure that you are not in such state (due to alcohol or drugs) as to endanger your own safety at work or the safety of any other person.
- Not wilfully interfere with or misuse items or facilities provided in the interest of the health and safety of workers.
- Report all accidents, incidents, injuries, property damage in accordance with agreed procedures.
- Comply with the use and utilisation of appropriate personal protective equipment.
- Participate in activities associated with the management of workplace health and safety policies, procedures and management systems.
- Support and use appropriate consultative structures.

6. SPECIAL CONDITIONS

- Some out of hours work will be required including evening opening hours and rostered weekends and attendance at official meetings or events after hours.
- In line with Council's Background Screening & Reporting Procedures, Department of Human Services (DHS) screening clearances are required for all positions, and will be renewed upon expiry thereafter.
- When undertaking either the Glenelg Library or Civic Centre Customer Service Desk cashier duties or carrying out the semi-weekly reconciliation of library revenue, a higher duties payment to Level 3 will be provided.
- Staff working with children are required to have current mandatory notification / child protection training.

7. OUR VALUES

As a value based organisation we demonstrate our values through our behaviours. These values guide everything we do. As an employee, you will play a key role in demonstrating these values:

- **Achievement** – Deliver agreed outcomes for our Community.
- **Respect** – Act with honesty and integrity.
- **Innovation** – Seek better ways.
- **Simplicity** – Easy to do business with.
- **Engagement** – Provide opportunities for all to participate.

These are assessed on an ongoing informal basis, and formally through the Professional Development Review process.

8. ACKNOWLEDGEMENT

Employee Name:	_____	Direct Manager:	_____
Signature:	_____	Signature:	_____
Date:	_____	Date:	_____