

1. JOB IDENTIFICATION:

Title of Position: LIBRARY OFFICER

Business Unit: COMMUNITY AND CULTURAL CENTRES

Reports to: TEAM LEADER LIBRARY CUSTOMER EXPERIENCE

Classification: MOA2

2. POSITION OBJECTIVES:

- To assist members of the public to make the best use of the City of Unley Libraries by guiding their access to library resources and services.
- To ensure that the City of Unley Libraries remains customer focused, and strives to achieve excellence in providing services to the community.
- To perform library duties in an efficient and professional manner, to promote the image of the City of Unley Libraries and Council in both efficiency and courtesy to the public

3. KEY RESPONSIBILITIES:

General library responsibilities:

- Undertake circulation, customer service and shelving duties when and where required, including:
 - Assist customers with information technology (hardware and software) and troubleshoot equipment as required.
 - Assist and support customers with digital literacy enquiries and requests.
 - Assist customers to access and set up electronic library resources on their individual devices.
- Contribute to a strong team culture with a customer service focus, and recognise that the provision of excellent customer service is the primary role for all team members.
- Acquire and maintain knowledge of the book stock, electronic resources and other library materials to effectively undertake enquiries and assist customers to meet their needs.
- Contribute to the ongoing development of the library service by involvement in planning and promotion processes, and engaging in team meetings.
- Liaise with customers, external organisations, and other Council Business Units as required.
- Comply with the City of Unley's Records Management Policy, procedures and practices for all records created and received.
- Assist with training and support of volunteers and people on work experience programs.
- Undertake backup duties to assist other team members during their absences
- Demonstrate and support the City of Unley's values when working with others and the community.
- Undertake other duties associated with the position as required

Responsibilities specific to this role:

- Assist with administrative tasks to ensure smooth library operations, such as but not limited to stationery and consumables order, follow up on invoices, cash handling, debt collection, notices, lost property and records management.
- Maintenance of daily roster including coordinating relief to cover unexpected staff absences
- Provide support in a back up capacity for creation of staff roster



- Provide support to the Home Library Service
- Coordinate cross-Council promotions that occur in the Library
- Collation of information to be provided to casual team members
- Triaging and responding to customer emails
- Assist and support with collation of information for projects led by the Team Leader Customer Experience

Staff must comply with WHS and Return to Work SA legislation requirements and relevant WHS policies, procedures and safe work practices implemented by the City of Unley.

Key WHS Responsibilities:

- Actively support and contribute to the City of Unley’s proactive WHS culture.
- Identify and report health and safety hazards, accidents, incidents, injuries and property damage within the workplace.
- Taking reasonable care to ensure their own safety and not placing others at risk by any act or omission.
- Complying with the requirements of the City of Unley’s WHS management system.
- Attending WHS training and following instructions and advice provided.
- Using and caring for equipment, including personal protective equipment, as instructed.
- Participate in the RTW process if injured at work as set out in the Return to Work Act 2014.

Key WHS Accountabilities:

- Council’s Code of Conduct outlines Accountabilities for WHS non-conformances

CHILD SAFE ENVIRONMENT:

- Adhere to the Safe Environment Policy and any associated procedures, in relation to the recruitment, induction and management of employees, and in the provision of a safe environment and safe work practices.
- Notify the Department of Communities and Social Inclusion (DCSI) if, on reasonable grounds, you suspect that a child has been or is being abused or neglected if the suspicion is formed in the course of your work (paid or voluntary) in carrying out official duties.
- Seek advice and support from your supervisor, manager or Safe Environment Contact Officer if a notification is required.
- Advise your manager if there is a change in your criminal history status, and provide a National Police Certificate every three (3) years, unless more regular screening is required for legislative purposes.






EQUAL OPPORTUNITY EMPLOYMENT

Contribute to the promotion and adherence of the employee conduct standards and in particular Equal Opportunity (i.e. Discrimination Act) by adhering to the provisions of relevant legislative requirements.



ORGANISATIONAL VALUES

Actively support and contribute to the City of Unley's organisational values

	<ul style="list-style-type: none"> • Pursue Excellence – we strive for the best in all that we do
	<ul style="list-style-type: none"> • Achieve Together – we deliver results by working together across all of Council
	<ul style="list-style-type: none"> • Demonstrate Integrity – we do the right thing at all times
	<ul style="list-style-type: none"> • Customer First – we understand and deliver on customer expectations
	<ul style="list-style-type: none"> • Be Progressive – we think outside the box to innovate and improve

NOTE: Appointment to this position is subject to successful completion of a pre-employment medical assessment.

4. PERFORMANCE AND SKILL REQUIREMENTS:

a) Qualifications/Experience

Essential

- Previous experience within a public library environment.
- Experience within a customer service environment.
- Driver's License – 'C' Class (in order to facilitate Home Library Service deliveries where required).
- A current vulnerable person-related employment check is required to be maintained for this position. This check is valid for three years and is continuously monitored by the DHS screening unit.

NOTE: Copies of the above listed qualifications/licenses/certificates are required as evidence on appointment.

Desirable

- Experience within a multi skilled team environment
- Experience in maintaining staff rosters
- Cash handling

b) Knowledge

Essential

- Sound knowledge of public library aims and objectives, policies and procedures
- Sound knowledge of book stock, electronic and other library resources
- Working knowledge of One Card and library management systems

Desirable

- Knowledge of Dewey Decimal system and Library of Congress Subject Headings
- Knowledge of information technology hardware, such as computers, printers and photocopiers, and information technology software, such as databases, Microsoft products and the internet
- General knowledge of WHS and EEO principles



c) Skills

Essential

- Ability to work with the public and manage the diverse range of community members who use the public library
- Ability to be friendly, approachable and willing to assist customers and other team members
- Ability to work with minimum supervision
- Ability to set priorities, plan and organise time to achieve specific and set objectives
- Ability to use initiative and exercise appropriate judgment
- Excellent communication skills

Desirable

- Good computer skills, and ability to understand and operate relevant software
- Ability to work accurately
- Ability to embrace change and undertake different roles as required
- Ability to work effectively as part of a team

d) Personal Attributes

Essential

- Flexibility and adaptability.
- Resilience and positivity.

Desirable

- Enthusiasm, energy and personal drive.

By signing this position description the employee and the employee's manager agrees that it is an accurate reflection of the responsibilities and requirements of the position:

Incumbent:

Date:



Manager:

Date:



General Manager:

Date:

