
Position Description

Library Services Officer

Position overview

We are passionate about delivering an exceptional customer service to all ratepayers and members of our community. We consider our Libraries to be a valuable service that helps our community connect, learn and create.

Our libraries not only offer access to resources such as books and computers; more importantly they provide a hub for community members to learn, engage and interact with each other and our highly skilled team.

You will need to be passionate and multi-skilled, with the ability to consistently deliver at a high standard customer and library services in a tidy, organised and enjoyable environment.

Classification and relationships

Classification:	Band 3 Alpine Shire Council Enterprise Agreement
Reports to:	Library Services Coordinator
Supervises:	Nil

Key duties and responsibilities

As a Library Services Officer you provide an important role in ensuring the effective and efficient operation of our branch libraries in a tidy, organised and enjoyable environment including:

Accountability and extent of authority

- Day-to-day library operation, including but not limited to circulate desk routines, readers advisory service, maintain library in good order, shelving, collection maintenance and minor book repairs
- Suggest suitable book acquisitions to the Library Services Coordinator
- Assist library users with the internet, PC trouble shooting, electronic resources and equipment
- Promote other Council departments
- Arrange displays and compile lists promoting youth and children's services
- Run Storytime and Rhyme Time sessions when they are scheduled to retain consistency of service
- Assist with planning and conducting school holiday activities, guest speakers and other key library events such as Library Lovers Day, Book Week, Children's Week, Seniors Month (and more)
- Prepare and maintain displays and publicise materials to promote events and activities with the Shire

- Assist library users with enquiries, finding information and materials promptly
- Participate in and provide feedback on process improvement
- Promote Council as a customer focused organisation
- Assist all customers with enquiries and transfer enquiries if required
- Assist customers with general customer service enquiries and services, including but not limited to processing rates and animal registration payments, firewood collection permits, loaning of community resources and lodging Alpine Shire Council-specific feedback on behalf of customers
- Accurate cash handling including start and end of day procedures and banking
- Opening and closing procedures
- Maintain file management procedures utilising electronic systems
- Photocopying, scanning and general office duties
- Other relevant tasks as required by your supervisor / manager

Judgement and decision making

- Accountable to the Library Services Coordinator
- Guidance is always available from immediate supervisor or manager
- Ability to follow procedures
- Extent of authority is limited by procedures and matters described in the position description

Management skills

- Ability to work effectively with minimal supervision
- Ability to manage your time and plan work several days in advance
- Ability to train other staff in areas outlined in this position description

Interpersonal skills

- Well-developed oral and written communication skills with customers, other employees and members of the public
- Display a punctual, reliable and positive approach to work
- Ability to project a positive image in communicating with both internal and external customers at all times

Expertise

Qualifications

- Working with Children Check
 - Exempt from this requirement if a Victorian Institute of Teaching (VIT) registered teacher, Victoria Police officer or Australian Federal Police (AFP) officer.
- Current Victorian driver's license.
- VCE or equivalent or previous experience relevant to this role

Specialist knowledge and skills

- Understanding of the role and its organisational context including relevant policies and procedures
- Knowledge of and ability to effectively use relevant technology systems and applications relating to key responsibilities
- Sound written and verbal communication skills
- Sound computer skills, in particular MS Office
- Highly developed multi-tasking and problem solving skills and the ability to work independently, prioritise tasks and meet deadlines

Experience

- 12 months experience in a similar role desirable

Health, safety and risk duties and responsibilities

Nothing is more important than the health and safety of yourself and those around you. You must:

- Perform all tasks in a manner that does not place at risk the health and safety of any person
- Seek assistance when unsure of how to perform a task
- Ensure you observe, understand and comply with all Occupational Health and Safety Legislation, Regulations, Codes of Practice, Policies, Procedures and directives
- Regularly inspect your work environment for hazards
- Immediately report all workplace incidents, accidents, near-misses and hazards to a supervisor
- Support the return to work plan for any injured worker when returning to work

Physical requirements

Daily work will be performed in an indoor environment, as such:

- You will be exposed to those conditions normally encountered in an indoor environment
- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices
- You must be able to see and hear in the normal range, with or without correction, and communicate well both verbally and in written form, and must be able to be understood
- You must have the stamina to work long hours, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts
- The work environment may include uneven surfaces and up and down stairs