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## Position Description

Library Services Officer

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## Position overview

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We are passionate about delivering an exceptional customer service to all ratepayers and members of our community. We also consider Libraries to be a valued service within our community. 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 and able to consistently deliver at a high standard customer and library services in a tidy, organised and enjoyable environment.

## Classification and relationships

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

## Key duties and responsibilities

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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

- Circulate desk routines
- Readers advisory service
- Maintain library in good order
- Shelving routines
- Suggest suitable book acquisitions
- Assist library users with the internet, PC trouble shooting, electronic resources and equipment
- Assist library users with enquiries, finding information and materials promptly
- Promote other Council departments
- Arrange displays and compile lists promoting youth and children's services where required
- Continually promote and stimulate interest in the library's youth and children's services ensuring awareness of their existence and purpose
- 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)
- Develop short craft workshops to compliment weekly Storytime and at other key times during the year
- Prepare and maintain displays and publicise materials to promote events and activities with the Shire
- Ensure a neat and tidy environment is presented to customers at all times
- Assist library users with enquiries, finding information and materials promptly
- Participate in and provide feedback on process improvement
- Library memberships
- Collection maintenance and minor book repairs
- Promote Council as a customer focused organisation
- Assist all customers with enquiries and transfer enquiries if required
- Accurate cash handling including start and end of day procedures and banking
- Opening and closing procedures are correctly implemented
- Maintain files and records in an up to date and accurate manner
- Maintain file management procedures utilising electronic systems
- Photocopying, scanning and general office duties
- Participate in Councils training program
- Engage with Council colleagues to form productive working relationships
- Accountable to the Library Services Coordinator
- Ability to plan work several days in advance
- Responsible for professional delivery of library service functions
- Extent of authority is limited by procedures and matters described in the position description

### **Judgement and decision making**

- Guidance is always available from immediate supervisor or manager
- Ability to follow procedures

### **Management skills**

- Work effectively with minimal supervision
- Ability to manage your time and plan your day
- 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

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### 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

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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

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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