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| POSITION TITLE: | Library Services Officer | POSITION NO: | 2640 |
| EMPLOYMENT TYPE: | Permanent Part Time | | |
| CLASSIFICATION: | Level 2 | | |
| CERTIFIED AGREEMENT: | Officers | AWARD: | QLGIA |
| DEPARTMENT: | Liveability | | |
| BRANCH: | Community & Lifestyle | | |
| SECTION: | Library Services | | |
| REPORTS TO: | Supervisor Library Services | | |

ORGANISATIONAL VALUES: Honesty Respect Accountability Integrity Unity

1. PRIMARY ROLE

To assist in providing a high-quality Library and Information Service that is responsive to the community needs and provides for the information, recreational and cultural needs of the South Burnett Region communities.

2. KEY RESPONSIBILITIES

Key duties and responsibilities may include, but are not limited to:

1. Provide a high level of customer service to library clients and external customers.
2. Perform a range of circulation duties, including membership registration, loans, returns and reservation processes.
3. Assist library customers with enquiries and requests, including suggestions for purchase, interlibrary loan requests and reference questions.
4. Attend to or resolve any general circulation matters or see that they are directed to the relevant library staff member.
5. Process Council information requests or undertake other assistance as appropriate.
6. Handle and receipt money in accordance with Council policies and procedures.
7. Familiarise customers in library orientation, services and use of library resources including the eLibrary and online catalogue.
8. Assist patrons with the use of library public access computers and wi-fi, in adherence to the Technology Public Access Policy.
9. Work collaboratively with other officers to cultivate a shared learning environment, including participation in library meetings and contribute to discussions, improvements, and planning activities.
10. Encourage and promote behaviour consistent with Council's Code of Conduct and values while contributing to a positive and equitable work environment that is safe, flexible, fair, culturally appropriate, inclusive, and free of harassment and discrimination.
11. Collection Maintenance:
 - Shelf collection items and maintain the appearance of the library.
 - Prepare library for opening and/or closing in accordance with library procedures.
 - Process library materials as required, including basic cataloguing and bulk book loans.
12. Programming and Events:

- Facilitate library programs as required, including but not limited to, First 5 Forever sessions and Tech Help lessons.
- Conduct outreach sessions as required, including school and kindergarten visits and other community events.
- Contribute to the promotion of library programs and activities and participate in library events.

3. ADDITIONAL FACTORS

- Work from other branches as required.
- Participation in rostered late shifts and Saturday shifts as required.
- Level of fitness required to undertake a broad range of physical tasks.
- Working outdoors in hot conditions

4. ACADEMIC, TRADE QUALIFICATIONS AND OTHER LICENCES - MANDATORY

- Minimum requirement of a current C Class driver's licence
- Certificate III Library and Information Services (Desirable)

5. KEY SELECTION CRITERIA

1. Previous relevant experience in library operations providing customer service.
2. Sound oral and written communication skills with the ability to develop and maintain positive and effective partnerships with internal and external customers.
3. Sound level of keyboard and computer skills including knowledge of the MS Office suite and proven experience using Library Management Systems and other library related technology.
4. Basic literacy and numeracy skills.
5. Ability to work effectively in a team environment under minimal supervision and meet deadlines.

WORKPLACE HEALTH AND SAFETY

The employee will comply with their health and safety duties as detailed in the *Work Health and Safety Act 2011* and Council's Workplace Health and Safety Management System Plan. Employees will also comply with: -

- Their health and safety duties as stated in Council's procedure titled Work Health and Safety Duties and Responsibilities.
- Instructions given by the manager and/or supervisor in respect of the health and safety of themselves and other persons.

CUSTOMER SERVICE


The employee will provide excellent customer service to internal and external customers.

FRAUD, CORRUPTION AND RISK MANAGEMENT

- Report any risks identified (including fraud and corruption) in the performance of duties and responsibilities related to routine day to day activities and special projects.
- Participate and contribute to the conduct of a documented risk assessment that includes fraud and corruption prevention, evaluation, analysis and mitigation of Council's risk exposure.

INTELLECTUAL PROPERTY

Security of Council information viewed or accessed during the performance of duties is contained in the provisions of the Employee Code of Conduct. Subsequently, employees are required to ensure the security and appropriate intended use of Council information at all times.

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| AUTHORISATION | |
| Acting General Manager Liveability: Leanne Petersen | Signature:  |