

POSITION DESCRIPTION

POSITION TITLE:	Library Officer
POSITION NUMBER:	10156 10157 10159 10160 10161 10162 10163 10164 10165 10166 10167 10168 10169 10170 10171 10172 10173 10174
AWARD:	Local Government Officer Award
CERTIFIED AGREEMENT:	Current Central Highlands Regional Council Enterprise Bargaining Agreement
AWARD CLASSIFICATION:	1-2
REPORTS TO:	Coordinator Libraries
REPORTING DEPARTMENT:	Communities

POSITION OBJECTIVE

The Library Officer will be responsible for providing efficient and effective public library services by undertaking customer service duties at the Library circulation desk, general administrative support and assisting with Library programs to all ages in the community. The Library Officer will also assist in the management of stock (e.g. shelving library books, ordering consumables, etc.) as required.

KEY RESPONSIBILITIES

- 1. Customer Service.** Provide a high level customer service to members and visitors to the library.
- 2. Library Operations.** Maintain library records and circulation of library material.
- 3. Specialised Library Services.** Maintain and assist customers where necessary with specialised library services such as Local History, Site Kiosk, Online databases, The Computer School, Bolinda Digital and Your Tutor.
- 4. Financial.** Undertake financial transactions, cash handling, receipting and banking processes in accordance with established procedures
- 5. Inter library Loans.** Manage requests, loans and returns from external organisations as required.
- 6. Established Practices.** Maintain books in order on shelves in accordance with established practices. Assist Senior Library Officer with operational duties of the library as necessary.

Additionally you may be required to conduct other duties as lawfully directed by your Coordinator or Manager.

POSITION SPECIFIC REQUIREMENTS

Mandatory:

- Minimum of Queensland C class provisional driver's licence.

Desirable:

- Previous experience in public libraries.
- Certificate in Library operations, or willing to work towards such qualifications.
- Prior knowledge of Local Government administrative systems and processes.
- A working knowledge of the principles and procedures for operating a Public Access Library.
- Knowledge of the Aurora Library System.
- Knowledge of State Library resources and Inter Library Loans systems.

CORE COMPETENCIES

Competency	Definition	Level
Delivering Results	Having the ability to set objectives for yourself and others, taking a forward looking perspective, and delivering successful outcomes within agreed parameters.	1
Communication	Identifying and using appropriate communication styles and methods, taking into consideration the audience and the desired outcome. Building and maintaining effective working relationships with key stakeholders, both internal and external.	1
Initiative and Innovation	Anticipating situations and problems, finding appropriate solutions, grasping opportunities for improvements and taking ownership for continuous improvement that goes above and beyond the call of duty.	1
Flexibility	Being able to adapt your thinking and behaviour to suit different situations and changing circumstances. Taking other people's views on board, accepting new and different ways of working and encouraging others to embrace change.	1
Team Work	Having the ability to work as part of a team, actively encouraging team working and recognising the role you play as part of the CHRC team.	1
Commitment to Council	Being willing and able to align your own behaviours with the objectives, goals and values of CHRC; acting as a role model and promoting the values to others.	1
Customer Service	Aligning your behaviour with the CHRC Customer Service Charter to ensure both internal and external customer needs are met; taking a positive attitude, showing commitment and having a can do approach.	1
Workplace Health & Safety	Taking reasonable care for the health and safety of yourself and others, complying with reasonable instruction and co-operating with CHRC policy and procedure.	1

This position description is a true reflection of the current requirements of the role. Council will regularly review position descriptions and appropriately update them to ensure that they relate to the job being performed, or to incorporate whatever changes are being proposed. Where appropriate, employees will be consulted on the changes and employees are expected to participate in consultation

I have read, understood and accepted the responsibilities as outlined in this position description.

Signature: _____

Date: _____