



Library Service & Technology Officer

Shape the future of library services in a tech-forward, community-focused role.

About the role

Wollongong City Libraries (WCL) delivers innovative, inclusive library services that connect our community with knowledge, technology, and lifelong learning. At the heart of this work is our Service Quality & Development team—driving innovation and enhancing service excellence across all library locations.

Join our team and lead and support projects that enhance library systems, elevate customer and staff experiences, and deliver continuous improvements across all seven library locations.

As a forward-thinking **Library Service & Technology Officer**, you'll bring strong communication skills, technical knowledge of library systems, and commitment to excellent customer service that will help deliver the strategic goals outlined in the Wollongong City Libraries Strategy 2024–2028. [Wollongong-City-Libraries-Strategy-2024-2028.pdf](#)

This permanent full-time role is primarily based at Wollongong City Library, and you may be required to travel and work across any of our seven library locations within the Wollongong Local Government Area, along with weekend and evening work based on operational requirements.

Salary from \$85,916.92 to \$96,259.86 per annum, plus superannuation (Salary package will be assessed based on skills, experience and qualifications). Evening and weekend shifts are part of the role, and applicants should be physically capable of performing the duties outlined in the job description.

Under Part 2, Section 6 of the Child Protection (Working With Children) Act 2012, this position has been designated as requiring a paid Working With Children Check.

Interested?

Click on 'Apply' to complete your online application.

You will be prompted through the application to answer the selection Criteria as outlined overleaf.

Contact Lindsay Carapella, Coordinator Service Quality and Development, on (02) 4227 7366 for questions related to the job.

For questions related to submitting your application online, our recruitment process or you require adjustments in the recruitment process, please contact the Talent Acquisition Team on (02) 4227 7065.

Applications close 11:59pm, Monday 22 September 2025.

Internally this position is known as:

Senior Library Services Officer - Service Quality and Development

What you will be doing

As part of our Service Quality & Development team, you'll play a key role in shaping how technology supports and enhances library services across Wollongong City Libraries. Your work will directly impact both staff and customer experiences, helping us deliver smarter, more responsive services.

- **Lead and support technology-driven projects**—from optimising our Library Management System (SPYDUS) to improving rostering tools and in-library tech.
- **Collaborate across teams** to identify service improvement opportunities using data, feedback, and evidence-based practices.
- **Support innovation** by helping assess, develop, and implement new tools, systems, and policies that respond to evolving community needs.
- **Deliver exceptional customer service** and contribute to a culture of inclusion, learning, and continuous improvement.

About you

You're a proactive, community-focused professional who thrives in a dynamic environment. With a passion for delivering high-quality library services, you bring a mix of technical know-how, customer service excellence, and a collaborative spirit. You're someone who enjoys working in a team environment, brings a positive attitude, and takes pride in delivering great service.

With a relevant qualification and strong communication skills, you're confident working with library systems and supporting others with technology. You've got experience in customer service and areas such as collections, outreach, or digital engagement. You're committed to inclusion, continuous improvement, and making a real difference in your community.

You're organised, adaptable, and ready to support staff and volunteers while working across multiple library locations. You're confident with library systems and emerging tech, and either hold—or are willing to obtain—a Paid NSW Working With Children Check.



Selection Criteria

Wollongong City Council uses a merit-based recruitment process.

To support the panel in assessing your suitability, please respond to the criterion in detail. Your responses should clearly demonstrate how you meet each requirement, using specific examples that highlight your relevant skills, experience, knowledge, and attributes.

Please ensure your answers are authentic and reflect your own experiences. Responses generated by AI or copied from generic sources are discouraged, as they do not provide the depth or relevance needed for effective assessment.

We also encourage you to reflect on how your approach and values align with Wollongong City Council's core values: Respect, Integrity, One Team, Sustainability, and Courage.

The more detail you provide, the better equipped the panel will be to understand your capabilities and alignment with the role and our organisation

1. Outline the diploma or a higher-level qualification you hold, **and** how it is relevant to the role. (e.g. information management, library and information services)
2. Describe your experience using digital systems and technology platforms—such as SPYDUS or similar—and how you've helped others to navigate or make effective use of them.
3. Give an example of a time you used creative thinking and initiative to improve a process, system, or service.
4. We're passionate about delivering great service. Tell us about a moment that highlights your commitment to excellent customer experiences.
5. This is a child related position. Applicants over the age of 18 must have a Paid NSW Working With Children Check to be considered for this position. Please provide your paid NSW working with Children Check Clearance Number. If you don't have one or are under 18 years of age, please let us know in the comments below. Please note: All candidates over the age of 18 who are being considered for the position will be required to obtain this as part of the pre-employment check process.
6. Wollongong City Council is a child-safe organisation. What does child protection mean to you in a library setting, and how would you support a safe environment for children and young people?



Why you'll love working here

We're values based, and purpose-led

We care about our community and want to create an extraordinary Wollongong, guided by our values of Courage, Integrity, Respect, Sustainable and One Team.

Make a difference in your community

You'll be part of a team that makes a positive impact through the services they provide, the infrastructure they build and the community they create.

Be your authentic self

Our strength is the diversity of our people. Council is an inclusive workplace where everyone is welcome, valued and belongs.

Grow capability and opportunity

We'll invest in you to develop the next generation of leaders who'll deliver services, projects and infrastructure that can only be found in large complex organisations.

Create local and industry connections

As part of a large and complex Council in a major city, you'll establish networks with a range of Local Government Industry peers, bodies, associations and organisations.

Career growth and recognition

Reward and recognition, corporate learning opportunities, study assistance, and leadership development programs to help you grow and succeed.

True work-life balance

We know you work hard, and we make sure that effort is rewarded with real flexibility. Our hybrid work options, flex-time, and rostered days off mean you can maintain balance with family and enjoying our coastal lifestyle, while delivering great outcomes for community.

Great working conditions

Enjoy a 35-hour work week, or a 9-day fortnight with a regular rostered day off (RDO).

Generous leave provisions

Five weeks of annual leave per year (pro rata) and access to long service leave after just five years.

Health, safety, and wellbeing

We prioritise a safe workplace for everyone, every day, everywhere. Our wellbeing programs support mental, physical and social wellbeing of our people to be at their best and include an Employee Assistance Program, skin and hearing checks, vaccinations, and discounted gym memberships.

A vibrant social culture

We have a thriving Social Club hosting a range of fun activities year-round from trivia to happy hour events, themed nights and more. There's a dedicated social space with table tennis, pool table and shared break out areas.



Next steps

How to apply

Click apply and submit your up-to-date resume and answer the selection criteria questions.

Your application will be assessed following the conclusion of the advertising period.

We will keep you informed during the recruitment process to:

- Advise you of your progress through each stage;
- Explain assessments that you need to complete;
- Notify you of the outcome of your application by email or phone, and
- Provide you with feedback on your request.

For assistance in submitting your application, please contact the Talent Acquisition Team on (02) 4227 7065.

More information

- We encourage applications from everyone regardless of gender, age, ethnicity, cultural background, faith, disability or gender identity. People with disability are encouraged to reach out so they can be supported to access adjustments in recruitment processes and in the workplace, to enable them to demonstrate their skills and capabilities to meet the requirements of the job.
- Wollongong Council adheres to the principles of a child safe organisation and is committed to the care and protection of all children and young people in the community.
- Suitable candidates may be placed on an eligibility list for future opportunities in the team, which may include full time, part time, temporary and or casual.
- Suitable candidates are subject to employment screening which includes reference checks, Identity and Medical History Checks, and may also include a Nationally Coordinated Criminal History Check and Working with Children Check. Employment is subject to clearance of all these checks.





JOB DESCRIPTION

POSITION NAME	Senior Library Services Officer – Wollongong City Libraries
DIVISION	Library and Community Services
SUPERVISOR'S TITLE	Service Team Leader / Coordinator

FUNCTION AND PURPOSE

Wollongong City Libraries (WCL) is a dynamic service of Wollongong City Council. It plays a core role in delivering on Council's commitment to creating a community that is informed, engaged, creative and connected. WCL engages with and meets the needs of our diverse community across multiple locations to facilitate reading, lifelong learning, creativity, and inclusion.

This role supports the creation of an Extraordinary Wollongong by contributing to the design and delivery of high-quality programs and services across WCL locations and functional areas. This includes direct customer service and could include one or more of the following: local studies; home library services; volunteer programs; digital services; collections; adult, children's and youth programs; service quality and development; programs and services for members of our culturally and linguistically diverse community and Aboriginal and Torres Strait Islander peoples.

This position is responsible for implementing Library policies and procedures and promoting diversity, inclusion and belonging for all library customers. It plays a senior role within the relevant team, assisting the Service Team Leader and assuming team leadership during their short-term absences as required. This position works collaboratively, builds networks and relationships across all teams, and sites and works proactively to develop and deliver service outcomes with partners and stakeholders in the community.

PRINCIPAL DUTIES AND RESPONSIBILITIES

- 1 Contribute to Council's Purpose, act in accordance with organisational values and deliver on 'our promise' to the community.
- 2 Provide excellent customer service to community members.
- 3 Contribute to the continuous improvement of work practices and participate actively in personal, professional development and service development processes.
- 4 Implement actions related to the achievement of WCL objectives and business plans.
- 5 Support senior staff in the functional area to achieve service outcomes, including organising staffing of service points and supporting team development and learning (inducting and training staff, volunteers, and students).
- 6 Develop, implement, review, and improve operational processes and procedures.
- 7 Contribute to the design, delivery, review and improvement of programs and events across WCL teams, libraries and in outreach settings.
- 8 Contribute to the promotion of library programs, events, and services.
- 9 Assist staff and customers to utilise technologies, systems and applications and support their learning and skills development.
- 10 Work across all libraries and perform other duties as required, including weekend and evening shifts.

WHS Responsibilities

- 1 Follow WHS policies and procedures and not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare under WHS legislation.
- 2 Identify and report hazards and any unsafe acts.
- 3 Apply WHS policies and procedures to self and others to take reasonable care for the health and safety of people who are at the employee's place of work who may be affected by the employees acts or omissions at work.

- 4 Complete required WHS documentation relevant to the work activity performed at Council.
- 5 Cooperate with employer to enable compliance with any reasonable request relating to WHS.
- 6 Participate in the consultative process on WHS matters.
- 7 Participate in risk assessments activities relating to the work activity performed at Council.
- 8 Take notice of information and participate with WHS training provided.

WORKING RELATIONSHIPS

INTERNAL

Wollongong City Libraries Manager
Library Management Team
Library and Community Services Staff
Council Staff
Volunteers

EXTERNAL

Members of the Public
Local Organisations and Community Groups
Other Library Services

PERSON SPECIFICATION

- 1 Hold a relevant diploma or higher-level qualification.
- 2 Ability to demonstrate Council's values of Respect, Integrity, OneTeam, Sustainability and Courage.
- 3 Well-developed written and verbal communication skills.
- 4 Knowledge and experience working in customer service, and one or more of the following: local studies, cataloguing, collections, digital engagement, community outreach, or programs and events.
- 5 Excellent interpersonal skills that foster effective teamwork and positive working relationships with a diverse range of stakeholders, including the ability to collaborate with staff across all of Council.
- 6 Experience in cash handling and reconciliation.
- 7 Ability to work with relevant IT systems and applications, assist customers and engage with emerging technologies.
- 8 Demonstrated ability to adapt to a changing work environment and a commitment to implementing change in the workplace.
- 9 Demonstrated commitment to service excellence and ability to motivate and train staff and volunteers to deliver high-quality library services and programs.
- 10 Demonstrated ability to plan and prioritise work and meet deadlines.
- 11 Commitment to implementing and supporting the implementation by other staff of WCL policies regarding Work Health and Safety, Equal Employment Opportunity, inclusion and diversity, reconciliation and social justice.
- 12 Must hold a valid Working with Children Check.