Position Description
01473 – Library Officer – Aldinga Library

About Council

The City of Onkaparinga is South Australia's largest metropolitan council with just over 10 per cent of the state's population and is continuing to grow rapidly. We are a high performing; responsive, innovative organisation that meets our communities' needs and strives to achieve excellence in all areas. We are an equal opportunity employer and employ people who share our passion for creating a better place to live and work. Our professional and friendly workplace offers a great working environment in which individuals are accountable and supported to continually develop to be the best they can be.

Workplace Health Safety and Return to Work

We are committed to a healthy safe work environment, including systems of work, plant, equipment and substance management that minimises the risk of injury or illness while at work.

Equity and Diversity

We aim to provide a workplace environment committed to the delivery of equity and diversity principles and procedures and other workplace regulations.

Customer Experience

Our goal is to consistently deliver an exceptional experience to both our internal and external customers. We do this by personalising our interactions, building trust and understanding, demonstrating teamwork, going above and beyond and continually seeking feedback to improve.

Our Values and Behaviours

In the workplace organisational values support the culture of our organisation. They are the 'glue' that brings us all together to support our corporate goals.

COURAGEOUS What will I do to make a difference today?   **CURIOUS** Why?

POSITIVE What can be done?   **INSPIRATIONAL** What will I be remembered for?

CONNECTED What do I need to know?   **ACCOUNTABLE** What impact will I have?

Summary

Position title:	Library Officer	Classification level:	MOA Level 3
Section/Division:	Libraries and Customer Relations / Community	Reports to:	Team Leader Aldinga and Willunga Libraries
Direct reports:	Nil		

Position Overview

The Library Officer is responsible for providing a high quality, customer focussed service in line with the City of Onkaparinga library quality service standards.

A major focus is:
- planning and delivery of literacy and learning library activities to customers of all ages
- planning and delivery of makerspace activities that support makerspace/STEAM development

Key Relationships / Interactions

The Library Officer is required to have strong working relationships with the Team Leader Aldinga and Willunga Libraries, the Coordinator, Libraries and Customer Relations Management team, Public Library Services, the Library team, Customer Relations staff and other relevant sections of Council.

Workplace Health Safety and Return to Work Responsibilities

- Take reasonable care for the health and safety of oneself and others
- Adopt work practices that support our WHS management system and approach

Financial Responsibilities

Nil

Special Requirements

While the initial appointment is to Aldinga Library, appointment is to the City of Onkaparinga Libraries and placement of rostered work at other branches may be required. Regular rostered evening and weekend hours will apply.

- Must possess and provide a Department of Human Services (DHS) "Not Prohibited" Working with Children Check prior to offer of employment.
- The successful applicant must be prepared to undertake Child Safe Environment training.
- Hold a current South Australian Drivers Licence.
- Child Safe Environment Certification (completed on commencement)

Position Accountabilities

The Library Officer is responsible for:
- Successfully lead, plan, deliver and evaluate a range of library activities, including cultural and makerspace/STEAM activities, that meet community literacy and learning needs in accordance

with relevant organisational and library procedures and guidelines
- Supporting the ongoing development of partnership and outreach opportunities for the library
- Contributing effectively to a culture of quality internal and external customer experience in line with our corporate approach and delivering face to face customer service to ensure that customer information and literacy needs are met
- Actively promoting the library, its collections, activities, eSmart and other initiatives and services through customer engagement and displays
- Providing operational leadership support with follow up and communication to people leaders regarding issues with facility management and day to day library activities and functions
- Contribute to the training of new staff, work experience placements and volunteers
- Supporting customers in accessing and using online resources and technologies including internet, library catalogue and online databases, PC booking system, and other resources as required
- Work in collaboration with other team members to deliver effective library services where relevant including:
  - A particular library service/function
  - Activities and programs
  - Collection management tasks that support the quality of the collection
  - Digital literacy to support customers understanding and skills relating to eResources
- Contributing positively to harmonious working relationships, team development and effective communication by seeking and sharing accurate and relevant information
- Organising and prioritising own workload, tasks and problem solving within established guidelines to deliver materials by required deadlines
- Achievement of agreed personal and team performance measures, with effective and timely reporting
- Actively participate in and support continuous improvement processes and positively contribute to workplace change

Selection Criteria

Technical Knowledge & Experience	• Experience in planning and delivery of STEAM and makerspace activities in a public library environment	Essential
	• Experience in planning, developing, promoting and delivering library events to a wide range of audiences	Essential
	• Demonstrated enthusiasm and commitment to the role libraries play in supporting all forms of literacy and lifelong learning	Essential
	• Knowledge of the role of public libraries in ensuring equitable and safe access to the internet and associated resources, and a capacity to foster the smart, safe and responsible use of digital resources	Essential
	• Sound search retrieval skills in the use of the Internet and online databases	Essential
	• Sound knowledge and demonstrated competencies in OneCard network policies and procedures	Essential
	• Sound knowledge of the concept of digital inclusion and the library's role in helping bridge the digital divide in the community	Essential
	• Demonstrated experience in delivering one or more library services within the library or externally	Essential
	• Manage time, plan and prioritise projects and tasks and organise work to meet deadlines	Essential
	• Demonstrated ability to utilise initiative and flexibility when applying policies and procedures	Essential
	• Proven ability and desire to train and develop staff and customer skills including an understanding of adult learning styles	Essential
	• Experience in providing supervision of volunteers	Essential
Customer Service & Continuous Improvement	• Demonstrated commitment to customer service and continuous improvement	Essential
	• Demonstrated commitment to teamwork and the maintenance of a supportive work environment	Essential
	• Demonstrated commitment to a culture of quality internal and external customer experience in line with City of Onkaparinga customer engagement standards	Essential
	• Ability to work within agreed timelines	Essential
	• Proven ability to work for an extended length of time in a face-to-face customer service role capacity	Essential
Corporate	• Working knowledge of the Microsoft Office suite and use of corporate technology	Essential
	• Competent in using library information technology applications, equipment, and basic troubleshooting skills for library IT resources (e.g. Symphony (Library Management System), Event Management Software (Eventbrite), Print	Essential
		Essential

	Management Software (Monitor), and associated applications (Overdrive, Libby, Libraries SA, BorrowBox and Press Reader	
	• Sound knowledge in the use of online technologies to enable the delivery of virtual library services e.g. Online Webinars	Essential
	• Application of equity and diversity principles, WHS and Injury Management procedures and participative work practices	Essential
	• Demonstrated ability to exercise operational responsibility for facility management and operations in line with agreed corporate practices	Essential
Qualifications	• Appropriate qualifications and eligibility for professional membership of ALIA (Australian Libraries and Information Association)	Desirable
Government	• Experience working in a government environment	Desirable

Corporate Systems and Information Assets

Manage projects and business activities to ensure that all corporate information and records are captured and managed in the appropriate corporate systems in accordance with the organisation's corporate policies and procedures on information governance and records management (electronic and physical).

Policy and Procedure

Adhere to council policies, procedures, guidelines and standards, in particular, but not limited to, our Organisational Values and Code of Conduct for Employees, Procurement Policy, Public Interest Disclosure and the following procedures: Employment in Addition to Council, E-Communication, Management of Unsatisfactory Performance and Unacceptable Behaviour.

Performance and Development Review Process

The City of Onkaparinga is committed to a performance and development management process (My Plan). A well-functioning performance and development review process is a critical part of our organisation's drive to attain and sustain organisational and individual excellence. This is a mandatory activity for every employee in the organisation to ensure that each individual is provided the best opportunity to succeed. In addition to performing your role in accordance with this job description, there are primary and secondary goals defined within the My Plan process which will be used to measure annual performance and delivery against expectations.

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the organisation may require you to carry out any duties which are within your skills and competence.

Employee Signature	Date
Team Leader / Manager Signature	Date