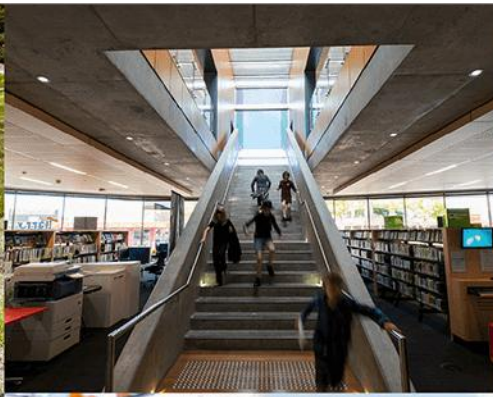




## Position Description

# Library Services Officer

## Overview of the Organisation

Located in the centre of Gippsland, Latrobe City is a diverse and evolving regional city in Eastern Victoria with a population of over 78,000.

Latrobe City Council provides a wide range of high-quality services and facilities to our community including libraries, maternal and child health services, early learning and childcare centres, depots, leisure facilities and creative venues located across the four major towns of Moe, Morwell, Traralgon and Churchill and surrounding townships.

Delivering initiatives and outcomes that support our economy, the sustainability of the city, inclusive health and wellbeing planning and services, and good governance and service planning are pillars of our strategic direction.

## Our Values



### Innovative

We make changes to add value



### Collaborative

We are connected and supported



### Accountable

We take responsibility



### Trustworthy

We respect, and value relationships

## Success at Latrobe City Council

We understand that our people are our most important asset. We are committed to attracting and retaining the very best to support our Council Plan and Community Vision of a vibrant, thriving, healthy, connected and welcoming regional community where everyone feels safe and involved.

We are dedicated to fostering a workplace culture where our people:

- Feel engaged, empowered and valued in the work they do.
- Learn, grow and are supported to achieve their goals.
- Live our values of Accountability, Trust, Collaboration and Innovation.

## Commitment to Child Safety

Latrobe City Council has zero tolerance towards child abuse of any form and is committed to creating and maintaining a child safe organisation where all children and young people are valued and protected from abuse, harm and neglect. Council employees, contractors and volunteers are responsible for creating an environment where children and young people feel empowered, respected and included.

## Diversity and Inclusion

Latrobe City Council is committed to creating and maintaining a workforce where diversity and inclusion practices are embedded. Council values the diverse life experiences and perspectives of our people regardless of age, gender, ethnicity, religion, cultural background, disability, or sexuality.

## Library Services Officer

|                        |                                                    |                       |        |
|------------------------|----------------------------------------------------|-----------------------|--------|
| <b>Division</b>        | Community Liveability                              |                       |        |
| <b>Department</b>      | Creative Venues and Libraries                      |                       |        |
| <b>Position Number</b> | 100950 (East)<br>100959 (Central)<br>100960 (West) | <b>Classification</b> | Band 4 |

### Organisational Relationship

|                               |                                             |
|-------------------------------|---------------------------------------------|
| <b>Reports to</b>             | Team Leader Libraries (East, Central, West) |
| <b>Supervises</b>             | Nil                                         |
| <b>External relationships</b> | Organisations/community groups              |

### Mandatory Requirements

- A current Police Records Check
- A current Working with Children Check

### Position Objectives

- To manage daily customer service interactions with Latrobe City's library patrons and visitors, including accurately processing payments and providing information to customers.
- To accurately and professionally utilise library systems and maintain library collection items through the phases of borrowing and returning; re-shelving; shelf checking and maintaining a high quality in the general appearance of spaces and displays.
- In collaboration with senior library staff, plan and assist in the promotion and delivery of a broad suite of targeted programs and events.
- Accurately maintain the Library Management System database using standard processes.
- Develop a sound working knowledge of subscribed library databases and e-resource platforms and collections through participation in a targeted training and development program.

### Key Responsibility Areas

|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>A</b> | <b>Accountability and Extent of Authority</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|          | <ul style="list-style-type: none"><li>• Customer satisfaction ratings on customer surveys, against established criteria.</li><li>• Understanding and adherence to established procedures, processes and policies.</li><li>• Contributions to successful results on team performance indicators.</li><li>• Accurately receipting and balancing of Library and basic Council payments.</li><li>• Provision of accurate and timely information to internal and external customers.</li><li>• Compliance with organisational Policies and Procedures including Council's Code of Conduct and Child Safe Code of Conduct.</li></ul> |

|          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|----------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>B</b> | <b>Judgement and Decision Making</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|          | <ul style="list-style-type: none"> <li>• Make suggestions in relation to the day-to-day operation and presentation of the workplace.</li> <li>• Action a particular problem/issue in accordance with Council's Customer Service Standards.</li> <li>• Be flexible and exercise initiative when dealing with complex issue.</li> <li>• Use knowledge and experience to improve the customer experience.</li> <li>• Guidance and advice is available from the Team Leader.</li> <li>• Provision of efficient and user-friendly services.</li> </ul> |
| <b>C</b> | <b>Specialist Skills and Knowledge</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|          | <ul style="list-style-type: none"> <li>• Experience in effectively handling patron reference and information queries.</li> <li>• Demonstrated cash handling skills.</li> <li>• Discretion and confidentiality when handling customer requests.</li> <li>• Sound knowledge of Library processes and in using a Library Management System.</li> <li>• Keyboard and IT Skills, specifically in Windows based environment.</li> </ul>                                                                                                                 |
| <b>D</b> | <b>Management Skills</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|          | <ul style="list-style-type: none"> <li>• An ability to maintain a safe workplace through appropriate health and safety.</li> <li>• Excellent time management skills.</li> <li>• The ability to resolve minor problems and work with minimal supervision.</li> <li>• Ability to attend to multiple customer requests at a given time.</li> <li>• Ability to enhance and promote Library and Council services through high quality customer service.</li> </ul>                                                                                     |
| <b>E</b> | <b>Interpersonal Skills</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|          | <ul style="list-style-type: none"> <li>• Communicate in a polite, enthusiastic and effective manner with a broad range of customers.</li> <li>• Have the ability to build rapport with customers and Council staff.</li> <li>• Apply conflict resolution skills and the ability to show empathy and understanding during difficult conversations.</li> <li>• Work effectively, collaboratively and contribute to a dynamic team environment.</li> </ul>                                                                                           |
| <b>F</b> | <b>Qualifications and Experience</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|          | <ul style="list-style-type: none"> <li>• Diploma / Certification as a Library Technician or Library Officer which is recognised by ALIA, or demonstrated experience working in Public Libraries.</li> <li>• Proficient written communication skills and digital literacy skills, including Microsoft Office applications</li> </ul>                                                                                                                                                                                                               |
| <b>G</b> | <b>Special Employment Conditions</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|          | <ul style="list-style-type: none"> <li>• Employees are required to attend staff meetings and training as directed.</li> <li>• This position is required to work weekends, in accordance with the roster.</li> </ul>                                                                                                                                                                                                                                                                                                                               |

## Key Selection Criteria

Key Selection Criteria will be based on the skills and knowledge required in relation to:

- Demonstrated commitment towards providing a high level of customer services within a community library environment.
- High level of knowledge in respect to the processes and procedures for operating a diverse range of library services within a Local Government environment.
- A high-level commitment towards working as a part of a professional library in a small team environment.
- Demonstrated commitment towards maintaining a focus of continuous improvement within the Latrobe City Council library services.
- An ability to utilise the business systems required for operating a library service

## OHS

### Employee Requirements

During the course of employment, Council may require employees to:

- Perform work outside of standard operating hours, including via an agreed roster to meet the requirement of the role.
- A satisfactory Medical Clearance may be required at any time.

### Physical Requirements

It is important to be aware of the following physical requirements involved in carrying out the position:

- Perform work outside of standard operating hours, including via an agreed roster to meet the requirement of the role.
- Significant periods of standing, sitting and repetitive movement within the workplace.
- Pushing book trolleys.
- Lifting of boxes and/or coinage (limit 15 kg.)
- Bending and stretching, including knee bending.
- Lifting of books on and off shelves.
- Pushing of books along shelves (when shelf tidying).