

Position Profile

Library Officer – Casual

Council Vision

We are a welcoming and inclusive community that values its heritage and natural environment.

Purpose

Let us build for posterity.

Culture Brand

A place people choose to work.

Values

**Respect
Accountability**

**Innovation
Teamwork**

**Customer Driven
Well-Being**

TITLE:	Library Officer - Casual
CLASSIFICATION:	Level 2 - General Officers Stream, SAMSOA
<p>POSITION OBJECTIVE:</p> <p>The Library Officer position contributes to the provision of quality library services that support and promote community access to information, resources, public Council documents, library programs, and lifelong learning opportunities in a friendly, courteous and professional manner.</p> <p>This is achieved through efficient customer focussed service undertaken in a welcoming, inclusive environment which fosters a sense of community and belonging.</p>	

1. REPORTING RELATIONSHIPS

- This position reports to the designated Team Leader within Library Services.

2. POSITION DETAILS

Under **general supervision**, the role is accountable for contributing to a strong team culture, focussing on the provision of excellent, responsive customer service which includes:

- Collaborating with services across the 'One Card' library network to achieve high quality circulation, information, reference, and readers' advisory services, timely reservations of various items, along with resolving customer issues related to our services and access to information of government and non-government agencies.
- Promoting library and Council services and initiatives, resources and council events, facilitating bookings for these events.
- Promoting literacy in the community, including digital literacy (using E-Smart promoting online safety) and providing instruction, training and assistance to customers with a wide range of devices such as Smartphones and Tablets, programs, apps, online resources, social media resources, and library e-resources where required.
- Processing community facility bookings along with various fee payments via cash and electronic transactions in person and over the phone.
- Supporting and assisting the Team Coordinator, supervising staff, services and library facilities in their absence when required.
- Undertaking assigned 'back office' tasks as determined by the designated Team Leader within Library Services.
- Regularly participate in shelving activities ensuring the library presents a welcoming, accessible and customer friendly environment.
- Developing and maintaining relationships across Council and with our customers to collaborate, encourage and foster involvement, increased capacity and shared knowledge and understanding in all aspects of Council activities and services.
- Proactively contribute to specific change management strategies based on an understanding of the organisational culture.
- Actively contributing to continuous improvement initiatives as required.
- Performing all tasks relating to the position accountabilities within the parameters of corporate and team policies and procedures.
- Performing all tasks relating to the position accountabilities within the parameters of the City of Mitcham's Culture Brand and associated elements and behaviours.

3. PERSONAL CRITERIA

Qualifications

- A qualification in library and information management or equivalent and eligibility for Associate or Library Technician membership of the Australian Library and Information Association (ALIA) - ***desirable***.

Experience & Knowledge

- Demonstrated experience in a customer service environment along with a sound knowledge of the principles and practices underpinning quality customer service – ***essential***.
- Proficient in the use of technology including RFID, Microsoft Office and Social Media platforms – ***essential***.
- Knowledge of reference and information resources, including searching the internet and online databases - ***essential***.
- Knowledge of relevant copyright laws pertaining to copying of materials both printed and/or electronic within the library by both staff and the community - ***essential***.
- Experience in the use of library management software and RFID technology.
- Knowledge of the Dewey Decimal Classification system.
- Experience in working in a Public Library.
- Awareness of the range of Council documents for public information.
- A basic knowledge of the role of Local Government.
- Experience working with cashiering functions.

Personal Capabilities

- Highly self-motivated with the ability to establish credibility, build and foster relationships, and gain the confidence of a wide range of people from diverse backgrounds – ***essential***.
- Sound verbal and written communication skills with the ability to handle queries with sensitivity, tact and diplomacy, to negotiate, guide, motivate, and interact with a diverse range of people – ***essential***.
- Ability to prioritise workload and meet set timelines.
- Ability to be creative, innovative and flexible and readily accommodate change.
- Analytical, problem solving, and decision making skills with an ability to explore new and innovative ways to do business using creative solutions.
- Sound level of digital literacy with a wide range of technologies and the ability to resolve basic computer hardware and software issues related to libraries – ***essential***.
- Demonstrated commitment to continual professional and personal development.
- Ability to work independently and as part of a team.
- Ability to share expertise and information freely.

4. WORK HEALTH & SAFETY RESPONSIBILITIES

- Cooperate with any reasonable policy or procedure relating to WHS.
- Take reasonable care in regard to work health and safety.
- Avoid adversely affecting the health and safety of any other person through any act or omission at work.
- Ensure that they are not in such state (due to alcohol or drugs) as to endanger their own safety at work or the safety of any other person.
- Not wilfully interfere with or misuse items or facilities provided in the interest of the health and safety of employees.

- Report all accidents, incidents, injuries, property damage in accordance with agreed procedures.
- Comply with the use and utilisation of appropriate personal protective equipment.
- Participate in activities associated with the management of workplace health and safety policies, procedures and management systems.
- Support and use appropriate consultative structures.

5. SPECIAL CONDITIONS

- A Child Related Police Clearance is required to be undertaken by all new employees and employees appointed to prescribed positions, and will be renewed every three (3) years thereafter.
- Required to work at any Mitcham Library Service site.
- Required to work evening and weekend shifts.
- Job rotation at the same classification level may be required.
- This position has been identified as a “Mandatory Notifier” under the Child Protection Act 1993 and will be required to notify the relevant authorities of any suspected child abuse or neglect.

6. ACKNOWLEDGEMENT

Employee Name:	_____	Direct Manager:	_____
Signature:	_____	Signature:	_____
Date:	_____	Date:	_____



Building a great community

A place people choose to work

*To deliver upon our promise to our customers and ourselves,
we are committed to creating a culture in which we:*

ARE VALUED AND SUPPORTED AS INDIVIDUALS

- We are given the opportunity to do new things and expand knowledge.
- We are given credit for ideas.
- We are flexible and recognise the needs of individuals.
- We are empowered to manage our own workloads and associated decisions.
- We communicate positive feedback.

TAKE OWNERSHIP AND DELIVER UPON OUR PROMISES

- We take responsibility for our actions.
- We hold ourselves accountable.
- We deliver our services to the highest possible standard.
- We do what we say we will do.

THINK INNOVATIVELY AND FOCUS ON CREATIVE SOLUTIONS

- We are open to new ideas.
- We are encouraged/supported to express our ideas.
- We are solutions-focussed.
- We continually look for ways to improve systems and services.

ARE RESPECTFUL OF OTHERS

- We respect the uniqueness of individuals.
- We are transparent in our communication.
- We are non-judgemental in our dealings with others.
- We are courteous and acknowledge each other.
- We act in the best interests of our customers.
- We respect the opinions and ideas of others.

ARE RECOGNISED FOR OUR POSITIVE CONTRIBUTIONS

- We understand that individuals like to be recognised differently.
- We are committed to recognising positive contributions of all staff.
- We are committed to an organisational program to support this.
- We celebrate achievements.

WORK COLLABORATIVELY TO DELIVER THE BEST OUTCOMES

- We work together/in partnership to achieve our goals.
- We seek the input of others in matters that impact them.
- We share our expertise and knowledge freely.
- We are transparent in our communication
- We actively listen to others.

ARE PROACTIVE IN DELIVERING A HEALTHY AND SAFE WORK ENVIRONMENT

- We balance life and work.
- We recognise that mental health is as important as physical health.
- We all contribute to a safe workplace.
- We commit to all relevant training.
- We continually look for ways to improve systems.

ENJOY WORKING TOGETHER

- We contribute to a friendly and energetic working environment.
- We support and encourage one another.
- We create opportunities for celebration and camaraderie.
- We are empowered to make a difference to our customers.

City of Mitcham Culture Brand and our staff's Personal Contribution Criteria

Above is our Culture Brand and associated elements and behaviours. These are assessed on an ongoing informal basis, and formally through the MyPlan process.