Hawkesbury City Council

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Position Description and Performance Agreement

Library Officer

Position No:	SS050LS
Position Classification:	Grade 8
Status:	Temporary Part-Time
Position Revised on:	December 2019
Position Written by:	Manager Arts and Culture
Division:	Corporate Services
Branch:	Arts and Culture
Reports to:	Customer Services Librarian
Incumbent:	
Start Date:	
Special Conditions:	May be subject to Working With Children Check Participation in a weekend roster or evening work may be required or negotiated with incumbents in accordance with Award provisions. The flexibility to work from Hawkesbury Central Library, Windsor or Richmond Branch Library.

1 POSITION PURPOSE

1.1 To participate in the delivery of responsive, high quality, friendly and efficient Library services and programs, relevant to the needs of the Hawkesbury community.

1.2 To work collaboratively with colleagues in the Arts and Culture Branch to achieve goals.

1.3 This Position Description is indicative of responsibilities and outputs. The role is dynamic. Continuing development, change and enhancement of processes, practices, knowledge, skills and behaviours is highlighted and expected by Hawkesbury City Council. People and jobs develop over time and this position description is intended to facilitate this (as a living document), where the incumbent's active involvement in this endeavour is a critical element.

2 KEY ACCOUNTABILITIES

2.1 Provide a high quality Readers Advisory Service in order to promote both fiction and nonfiction reading for the dual purposes of satisfying reader needs and advancing literacy skills.

2.2 Effectively answer information enquiries or refer to appropriate staff or agencies, to ensure high rates of customer satisfaction.

2.3 Effectively assist with technology and eresources enquiries to increase client independence and interest in using aspects of the Library's collections and services.

3 KEY DUTIES AND RESPONSIBILITIES

3.1 Participate in library roster, providing excellent customer service.

3.2 Answer information enquires or refer appropriately.

3.3 Provide Readers Advisory (RA) assistance and contribute to researching and compiling RA material.

3.4 Assist in the promotion and delivery of Library events and classes as required.

3.5 Assist and instruct customers in the use of library resources and facilities including computer and audio visual equipment, software and systems.

3.6 Assist with administrative or technical duties as required and collection of library statistics.

3.7 Participate in collection management initiatives and assist with cataloguing, weeding, repair and general maintenance of library resources.

3.8 Participate in maintaining excellent presentation of the libraries, including daily setting up, shelf tidy, shelving, updating and checking information displays and light cleaning as required.

3.9 Participate in staff meetings and training programs as required.

3.10 Work as part of a team and support staff members and volunteers.

3.11 Undertake tasks associated with the general operations of the library.

3.12 Adhere to corporate policies and procedures.

3.13 Other duties as directed by the Customer Services Librarian, that is within the scope of your skills, competence and training.

4 OUTPUT MEASURES

4.1 Provide a high quality Readers Advisory Service: Measured overall by number of library loans per annum. Measured individually by frequency of advisory service provided to library users.

4.2 Effectively answer information enquiries: Measured overall by number of satisfied customers and / or complaints received. Measured individually by number of information enquiries satisfied.

5 POSITION CRITERIA

5.1 Essential qualifications and/or licences:

- Diploma of Library and Information Services or equivalent and relevant qualification and extensive experience

5.2 Essential experience:

- Demonstrated ability to deliver quality customer service by determining customer needs and achieving quality outcomes
- Confident and experienced with using digital, online and 2.0 web technology
- Information research and retrieval skills
- Excellent public manner and ability to communicate well with a wide range of people
- Ability to work as part of a team environment, contribute to service improvements and adapt to change
- Ability to carry out duties and responsibilities of the position with the minimum of supervision on a day to day basis
- Proficiency with Microsoft Office Suite and ability to become skilled with unfamiliar software and technology in general
- Demonstrated understanding of Equal Employment Opportunities and Work Health & Safety requirements

5.3 Desirable qualifications and/or licences:

- Current Class C Drivers Licence

5.4 Desirable experience:

- Previous public library experience

5.5 Personal Attributes:

- Committed to providing quality customer services
- Flexibility to work on varied tasks concurrently

- Initiative and problem solving skills
- Accuracy and attention to detail
- Time management skills
- Motivation and enthusiasm

6 CORPORATE VALUES

6.1 To take every action to embrace Council's values of:

- Professional – We set clear goals, measure results and seek to improve
  – We are sustainable
  – We are resilient
- Engaging – We value open and clear communication
  – We listen to the contribution of every individual
  – We value differences in the people and their perspectives
- Ethical – We behave with integrity
  – We keep our commitments and deliver
  – We make fair and consistent decisions
- Collaborative – We work together
  – We are cooperative
  – We share our ideas and talents

7 CORPORATE ACCOUNTABILITIES

7.1

- To ensure compliance with relevant legislation and statutory requirements
- To adhere to relevant delegations and council policies and procedures, including those related to Council's Code of Conduct.
- To understand and respond to the needs of our customers in accordance with Council's Values and Customer Service Charter.
- To identify obsolete and inefficient practices and recommend changes where appropriate.

8 WH&S RESPONSIBILITIES

8.1 Hawkesbury City Council is committed to ensuring the health and safety of all who contact our works. As a Self Insurer, Hawkesbury City Council has in place a comprehensive Work Health Safety and Injury Management (WHS&IM) System. This System provides processes and procedures for workers and visitors to manage health and safety in the workplace.

As an employee of Council, there are certain responsibilities, authorities and accountabilities (RAAs) which are identified as part of the terms and conditions of your employment. RAAs are supported by Council's WHS&IM System Element 001 WHS Responsibilities which identifies actions to be taken, and the standards to be achieved. These RAAs are non-negotiable in terms of compliance.

9 PERFORMANCE AGREEMENT

9.1 I am fully aware of the terms of this position description and I agree to deliver the requirements of the key result areas to the best of my ability. I acknowledge that my performance will be assessed at least annually in accordance with Council's Employee Planning and Review process.

10 ACKNOWLEDGEMENT

10.1 I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that my duties may be varied from time to time, with consultation, to ensure that it remains relevant and up to date.

Employee _____ **Date** _____

Privacy Notice

Council is bound by the provisions of the Privacy and Personal Information Protection Act 1998, in the collection, storage and utilisation of personal information provided in this form. Accordingly, the personal information will only be utilised for the purposes for which it has been obtained and may be available for public access and/or disclosure under various NSW Government legislation.

General Information

This document reflects the major elements and responsibilities of this position and is not designed to be prescriptive in nature. Employees can therefore expect to undertake other duties to those identified.