



CITY OF ALBANY POSITION DESCRIPTION LIBRARY OFFICER

1. CITY OF ALBANY VALUES

All Councillors, Staff and Volunteers at the City of Albany will be...

- **Focused:** on community outcomes - This means we will listen and pay attention to our community. We will consult widely and set clear direction for action. We will do what we say we will do to ensure that if it's good for Albany, we get it done.
- **United:** by working and learning together - This means we will work as a team, sharing knowledge and skills. We will build strong relationships internally and externally through effective communication. We will support people to help them reach their full potential by encouraging loyalty, trust, innovation and high performance.
- **Accountable:** for our actions - This means we will act professionally using resources responsibly; (people, skills and physical assets as well as money). We will be fair and consistent when allocating these resources and look for opportunities to work jointly with other directorates and with our partners. We will commit to a culture of continuous improvement.
- **Proud:** of our people and our community - This means we will earn respect and build trust between ourselves, and the residents of Albany through the honesty of what we say and do and in what we achieve together. We will be transparent in our decision making and committed to serving the diverse needs of the community while recognising we cannot be all things to all people.

2. POSITION IDENTIFICATION

TITLE: Library Officer	<pre>graph TD; A[Executive Director Community Services] --> B[Manager Arts and Culture]; B --> C[Library Team Leader]; C --> D[Library Officer];</pre>
LEVEL: Level 3, City of Albany Industrial Agreement 2023	
DIRECTORATE: Community Services	
REPORTS TO: Library Team Leader	

3. POSITION OBJECTIVE

- To support the provision and delivery of quality public library services for the Albany community.
- Strive for continuous improvement in the workplace and excellence in customer service.
- Provide support for junior and adult programming, and ongoing service delivery to ensure a welcoming, inclusive and engaging library experience.
- Providing support and assistance in the digital space.

4. KEY RESPONSIBILITIES

General

- Foster, advocate and implement the City of Albany's strategic & customer service focus and practices.
- Promote and actively participate in best practice and quality improvement programmes and activities within the Library team.
- Actively participate in library teamwork and job rotation activities.
- Maintain a safe work practice in accordance with Work Health and Safety Legislation and Council Policies.

Customer Service, Circulation & Enquiry Service

- Provide friendly, welcoming and professional customer service.
- Assist customers in the use of library services, locating resources/information using internal and external facilities.
- Process memberships, loans and library materials.
- Providing support and assistance in the use of the library's eResources and technology.
- Promote and maintain high standards of library service and library presentation.
- Actively pursue improved customer service in accordance with Council's goals.

Collection Maintenance and Resource Support Services

- Sort and shelve library materials and maintain shelf order;
- Process incoming and outgoing stock
- Input, update and maintain database records & files.
- Assist in the selection and weeding of stock.
- Maintain and update procedures and files.
- Generate and process notices, files and records as per current support function;
- Undertake processes for current support function as per quality assurance procedures.

Library Promotion and outreach

- Assist with displays, preparation of promotional material, special events and other library promotion activities.
- Assist in supporting the delivery of adult and junior programming, and outreach, including maintenance of micro-libraries.
- Actively promote and encourage the use of library resources and services.

Work Health and Safety

- Take reasonable care for own / individual health and safety and for the health and safety of others, including the implementation of risk control measures that our within own / individual control to prevent injuries or illnesses.
- Comply with any reasonable instruction from the City of Albany and monitor and rectify work practices to ensure compliance with WHS Regulations.
- Abide by the City of Albany policies and procedures.
- Report any workplace hazards. Everyone in the workplace shares this responsibility equally.
- Report any workplace injury, illness or near misses. It is important to report all injuries, no matter how insignificant they may seem.

5. REQUIREMENTS OF THE JOB

Skills

- Well-developed interpersonal and communication skills.
- Highly developed customer service and public relations skills.
- Well-developed teamwork skills.
- Well-developed time management and organisation skills.
- Strong customer service focus and community focus and commitment.
- Strong interest in junior literacy programming.
- Ability to participate in, embrace, promote and implement quality improvement and best practice activities.
- Sound literacy and numeracy skills.
- Strong digital literacy skills.
- Sound keyboard and computer literacy skills.
- Ability to perform manual handling tasks.

Knowledge

- Awareness of library procedures, services and activities.
- Awareness of library classification systems.
- Highly proficient in digital tools and technologies relevant to modern library operations.
- Working knowledge of Library Management software; Microsoft Outlook; Microsoft Word & Excel.
- Working knowledge of online information searching and retrieval.

Experience and Qualifications

- Experience working in public libraries and library experience.
- Experience in literacy programs for children, youth and their families.
- Considerable experience in a customer service position involving a high level of exposure to the public.
- Highly proficient in digital tools and technologies relevant to modern library operations.
- 'C' Class Driver's Licence
- National Police Clearance

6. CERTIFICATION

As the occupant of this position, I have noted and agreed to the Values, statement of duties, responsibilities and other requirements as detailed in this document.

NAME: _____ SIGNATURE: _____

DATE: _____

WITNESS NAME: _____ SIGNATURE: _____

(Manager or above)

(Please print)

DATE: _____