

POSITION DESCRIPTION

Senior Library Officer – Adult Programs

Position number	LIB014	
Directorate	Community Strengthening	
Service unit	Community Place and Prosperity	
Classification	Band 4 (Moorabool Shire Council Enterprise Agreement No 10, 2023)	
Organisational relationships	Reports to	Library Program and Engagement Team Leader
	Directly supervises	Nil
	Internal relationships	<i>All staff</i>
	External relationships	<i>General Community, member councils</i>
Probation period	6 months (applies to all new employees)	
Approved by (position title)	General Manager Community Strengthening	
Date	June 2025	
Position purpose	<p>This position is responsible for the provision of excellent customer service to the Moorabool community. The incumbent will work within library policies and procedures to provide timely, accurate and customer- focused services at the circulation desk.</p> <p>The incumbent's key responsibilities include assisting with library initiatives to bridge the digital divide, organising and delivering programs for adults including reader development, conducting collection development work with our adult collections and providing outreach to local organisations and other places to promote the services provided by the library.</p>	

Key responsibilities and duties

Customer Service

- Provide efficient and effective customer service to all customers.
- Adhere to all policies and procedures of the library service.
- Ensure a welcoming and inclusive environment, that is clean and tidy at all times.

- Deliver high-quality frontline customer service, engaging proactively with library users to support their access to technology, library services and resources, including electronic resources.
- Undertake a range of appropriate library tasks to facilitate the smooth operation of the library on a daily basis including sorting, shelving, repairs.

Library Adult Programs

- Develop and deliver innovative and engaging programs and library services for adults.
- Work collaboratively with team members to ensure the smooth running of programs and contribute to a positive team culture.
- Assist in the evaluation of programs by collecting and recording attendance data and participant feedback.
- Contribute to the continuous improvement of programs by attending training, staff meetings, and professional development opportunities.
- Support the Home Library Service (HLS) and aged care institution visits, which provide residents with access to resources on a regular basis.
- Actively promote library programs to the local community.

Information Services

- Provide assistance to the public with use of internet and other basic IT issues.
- Develop a basic level of reference services to assist library patrons.
- Defer complex questions to qualified staff, as required.
- Continue to improve reader development skills to make recommendations to patrons.

Team Work

- Actively promote library services to the local community.
- Provide information and services to the local community.
- Actively participate in Library team meetings and seek ways to be involved in working with other areas of Council.
- Work with the new casual and junior staff members and provide training and assistance as required.
- Work as part of a team in meeting work commitments and working to deadlines.

Child Safe Standards

Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued, and encouraged to reach their full potential.

Moorabool Shire Council's policies and procedures support the requirements under the Child Wellbeing and Safety Act 2005. Council will ensure that the Child Safe Standards are understood and embedded across Council services and programs, and the safety of children is promoted, and allegations of child abuse are properly and promptly responded to.

Disability Access and Inclusion

Council is committed to its Disability Access and Inclusion Plan. We will demonstrate leadership to the local community as we support local employment opportunities for people with a disability and will provide reasonable adjustments within the workplace to support new and existing staff.

General and Organisational responsibilities

- Comply with Council policies and procedures.
- Promote excellence in customer service and in conjunction with your Manager or people leader, identify, review, and implement strategies to improve service quality and efficiency.
- Participate as directed in training and education to maintain compliance and an up-to-date knowledge.
- Contribute to emergency management planning and activities as they arise as well as undertake relevant training. During an emergency an employee may be required to complete alternative work.
- Work in ways that promote the health and safety of all employees.
- Immediately report all incidents and/or near misses through Councils Incident Management System (CAMMS).
- Contribute to an organisation that is free of Sexual Harassment.
- Role model a work environment free of discrimination, harassment, bullying, victimisation, or vilification.
- Work in ways that support taking positive action towards achieving gender equality in the workplace and working towards delivering agreed commitments under our Gender Equality Action Plan.
- Contribute to prevention of fraud and corruption by being fair and accountable through enhanced transparency by disclosure of gifts; declaring conflicts of interests; prevention of unauthorised access and disclosure of information and appropriate pre-employment checks of staff.
- Staff who fail to disclose any pre-existing injuries, illnesses or diseases or the making of a false or misleading disclosure, will disentitle compensation under the Workplace Injury Rehabilitation and Compensation Act 2013 (WIRC) for the staff member and their dependents should they suffer any recurrence, aggravation, acceleration, exacerbation or deterioration of the pre-existing injury or disease arising out of or in the course of or due to the nature of employment with Moorabool Shire Council.
- Understand and apply organisational risk management principles to your daily work.
- Other tasks and duties the employee has the skill, knowledge, and physical capability to complete as requested by the supervisor.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required.

Moorabool capabilities

The Moorabool Capabilities define the core skills and abilities required of all positions at Moorabool to achieve our Council vision and objectives, develop a competent and high performing workforce, and deliver excellent outcomes for our community.

The Moorabool Capabilities are applicable to each employee and their role, recognising that how frequently each capability is used may vary from position to position.

Always	Rely on this capability for effective delivery of position duties and objectives	60% of the time or more
Often	Used often but not as consistently to achieve position duties	30% - 60% of time
Occasionally	Occasional use only, not as regularly for the achievement of position duties	30% or less of the time

Self-Management	Demonstrates personal growth and resilience, supporting a positive emotional climate	<ul style="list-style-type: none"> •Personal impact •Emotional intelligence •Growth & Resilience 	Always (all roles)
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		<ul style="list-style-type: none"> • Integrity 	
Communication	Engages others, forming strong relationships, communicating with clarity, vision, purpose and impact	<ul style="list-style-type: none"> • Effective & Audience Specific • Relationship Management • Negotiation • Influence 	Always
Action & Achievement	Drives outcomes with purpose, ambition, accountability, and action	<ul style="list-style-type: none"> • Accountability • Decision making • Planning & Prioritisation • Time Management 	Always
Community & Inclusion	Collaborates across Council, open and accepting of differences, creating community value	<ul style="list-style-type: none"> • Collaboration • Diversity & Inclusion • Customers & Community Engagement 	Always
Innovation & Change	Engaged and supportive of change, with the courage to persevere through uncertainty	<ul style="list-style-type: none"> • Continuous Improvement • Manage ambiguity • Change Management 	Always
Business Performance	Delivers outcomes with commercial and organisational nous	<ul style="list-style-type: none"> • Financial Management • Risk Management • Data & Analytical Literacy • Technology 	Occasionally
Strategic Mindset	Sees ahead to future possibilities and thinks through challenges and obstacles to achieve outcomes	<ul style="list-style-type: none"> • Political Nous • Critical Thinking • Problem Solving • Direction & Purpose 	Always
Leadership	People orientated, embracing individual motivations and talents, developing team outcomes through demonstrated behaviours	<ul style="list-style-type: none"> • Humanistic • Future focused • Coaching & Development • Inspirational 	Often

Classification definitions

Accountability and extent of authority	<ul style="list-style-type: none"> • The provision of courteous and efficient customer service and accurate information and promotion of Library services with scope to exercise some discretion in the application of established standards and procedures. • Supervision of library resources and staff related to the role. • The standard of work performed to meet requirements of position responsibilities. The effect of decisions and actions are usually limited to a localised work group or function, individual jobs or clients, or to internal procedures and processes • The freedom to act is limited by standards and procedures
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	<p>encompassed by the nature of the work assigned to the position from time to time.</p> <ul style="list-style-type: none"> • Employees in this Band should have sufficient freedom to plan their work at least a week in advance.
Judgement and decision making	<ul style="list-style-type: none"> • The objectives of the work are well defined but the particular method, process or equipment to be used must be selected from a range of available alternatives. • Ability to apply library policies confidently, ensuring all procedures and policies are well understood and clearly documented. • Alerting the Library Program and Engagement Team Leader to any organisational issues that may impact the provision of library services. • This position requires a high degree of diplomacy and sensitivity in the handling of issues and requests – guidance and advice is always available within the time available to make a choice.
Specialist skills and knowledge	<ul style="list-style-type: none"> • Eligibility for professional membership of the Australian Library and Information Association (ALIA) and/ or other relevant qualification. • An understanding of the relevant technology, procedures and processes used within public libraries. • An understanding of the role of public libraries in the community. • An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents and an understanding of the goals of the library and an appreciation of the goals of the wider organisation.
Management skills	<ul style="list-style-type: none"> • Ability to demonstrate skills in managing time and planning and organising one's own work including planning day-to-day work commitments to meet library requirements. • Flexibility in approach to satisfy the needs of changing circumstances. • Basic knowledge of personnel practices and the ability to provide supervision and on-the-job training in the absence of senior staff, which may involve the supervision of volunteers. • Responsibility, as rostered, for the opening and closing of library branches.
Interpersonal skills	<ul style="list-style-type: none"> • Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of well-defined activities and in the supervision of employees where applicable. • Skills in written communication to enable the preparation of routine correspondence and reports if required. • Excellent verbal and interpersonal skills. • Good communication, public relations and customer relations skills. • Oral presentation, which is positive, willing, co-operative and team oriented. • Ability to present a personable and professional image to all Council clients. • Ability to provide practical solutions to a wide range of minor problems, when working alone.

Qualifications, skills and experience

Qualifications

- Tertiary qualification relating to Library Studies with skills gained through on-the-job training commensurate with the requirements of the work; or
- A combination of a qualification at a lower level and experience that would provide the officer with equivalent skills.

Skills and experience

- Eligibility for professional membership of the Australian Library and Information Association (ALIA) and/ or other relevant qualification.
- Proven experience in the provision of adult programs and services in a public library.
- Demonstrated strong understanding of the role of public libraries in the community.
- An understanding of and the ability to work in accordance with library guidelines, policies and procedures.
- Demonstrated highly developed communication skills (written & verbal) with the ability to develop strong working relationships both internally and externally.
- Exceptional customer service skills with the ability to build relationships with internal and external stakeholders, maintaining a flexible and positive approach.
- Ability to independently manage multiple and competing priorities within a high-volume environment.
- Demonstrated knowledge and ability to use library online resources, computer equipment, mobile devices, and emerging technologies, with the ability to problem solve information technology issues.
- Demonstrated understanding of community development principles, with experience in the provision of library, community learning and/or adult literacy-related services.

Licences and registrations

- A current Victorian Driver's Licence
- Current Working With Children Check (employment type)

Physical and psychological requirements

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights - above 10 kg			✓	
Manual handling – above 5 kg below 10 kg			✓	
Working with arms above head			✓	
Manual handling – lifting above shoulder			✓	
Repetitive bending/twisting			✓	
Using vibrating / powered hand tools				✓
Close inspection work				✓

Working in dusty / slippery / wet conditions				✓
Wearing safety shoes/boots (steel cap)				✓
Wearing hearing / eye protection				✓
Using chemicals			✓	
Repetitive hand washing / cleaning			✓	
Working at heights			✓	
Working in confined spaces				✓
Working in heat (over 35 C)			✓	
Working in cold (under 5 C)			✓	
Driving vehicles		✓		
Operating plant				✓
Using a keyboard		✓		
Writing by hand		✓		
Transcribing from hard copy				✓
Audio transcription				✓
Handling difficult customers onsite			✓	
Handling difficult customers offsite			✓	
Making decisions that impact on other employees (disciplinary / restructure / investigation)				✓
Other _____				

Employee acceptance

I understand and accept the contents of this position description and acknowledge that I will act in the best interest of Council in carrying out my role and I will comply with the staff code of conduct at all times.

Employee Acceptance: <i>(name and signature)</i>	
Date:	

PLEASE NOTE:

Personal, Health and gender Information collected by Council is used for recruitment purposes and, if the applicant is successful, will be used for HR purposes. Council may disclose this information to other organisations if required by law. The applicant understands that the personal and health information provided is for the above-mentioned purpose and that he or she may apply to Council for access to and/or

amendment of the information. Information relating to unsuccessful applicants may be destroyed by Council six months after being received. Requests for access or correction should be made to Council's Privacy Officer.