

Dear Applicant,

Thank you for your interest in a position with Council.

Lane Cove is renowned for its sense of community with an emphasis on bushland, waterways and the people who call Lane Cove home. As a Council, we are focused on ensuring Lane Cove is a liveable community and we have a wide variety of roles to help make that happen. The efforts of our teams were recognised in the 2023 Australian Liveability Census, with Lane Cove taking out first place in NSW and second overall in Australia, making Lane Cove and surrounds one of the most desirable places to live in NSW.

At Lane Cove, we want to make sure we develop our staff, so we provide additional training and opportunities to work on innovative projects, which provides you with a chance to make a difference to the community and to your career.

We offer an annual bonus to reward you for your performance throughout the year which is paid in December each year. We also offer discounted gym memberships for you and your family, a Wellbeing Incentive of \$100 per year and participation in our Flexi-time system where you will have flexible work hours and can take up to two days off per month.

**In order to apply for this position, you will need to complete the online application form and prepare a submission that outlines how you meet the selection criteria for the role. This is your opportunity to sell yourself to the selection panel and you should provide examples of what you have done in your career, how well you did it, and how it relates to the requirements of the role you are applying for.**

If you would like to make a difference at a local level, we want to hear from you and if you have any questions, please don't hesitate to contact us.

**Yours sincerely**

Brenda Brown  
**Manager People & Culture**

## Position Description – Library Officer – Weekend

<b>Position Number:</b>	5285
<b>Division:</b>	Community & Culture
<b>Hours Per Week:</b>	8
<b>Award:</b>	Local Government (State) Award
<b>Grade (SAS):</b>	14
<b>Location:</b>	Lane Cove Library
<b>Position Reports to:</b>	Library Experience Coordinator
<b>Positions Reporting Direct to this One</b>	Nil

### Our Values



#### Customer focus

We listen to the needs and wants of our customers and provide exceptional customer service



#### Integrity

We are fair and consistent in our actions and we act ethically, honestly, responsibly and respectfully



#### Consultation

We seek to understand before acting and are sensitive to residents needs and situations



#### Equity

We deal equally and honestly with customers and each other



#### Leadership

We focus attention on what is really important, lead by setting a good example and seek to improve outcomes, processes and relationships

### Position Description Coverage

This Position Description is not a complete statement of all the Accountabilities, Responsibilities, Tasks and Outcomes etc. associated with the role. It is intended only to be indicative and descriptive of the role with the incumbent required to undertake any and all tasks requested that are within their skills, competence and training.

**This is a child related employment position in accordance with the Child Protection (Working with Children) Regulation 2013. It is an offence for a prohibited person to apply for or occupy this position.**

### Accountability Objective

*To contribute to the provision of quality customer service at Lane Cove Library and other branches when required.*

## Principal Accountabilities

- Contribute to Library user's access to information by determining their requirements, assisting with research and providing information or referring appropriately;
- Provide readers advisory services for all ages using the Library catalogue, websites, onsite resources or personal knowledge;
- Train borrowers to utilise equipment available in the Library including PCs, reservation & print solutions (including from personal devices), self-checks, information kiosks, etc.;
- Assist borrowers to access and use websites, databases and eResources and where possible troubleshoot issues related to borrower's personal devices;
- Provide excellent customer service whilst issuing loans, returning and renewing items, maintaining reservations, financial transactions and registering borrowers;
- Assist in the provision of a safe library environment by recognising and reporting unsafe/unsatisfactory work conditions and by responding appropriately to incidents concerning staff and clients (incidents could include fire alarm or unruly behaviour);
- Maintain service area environment, resources and equipment to ensure a safe and friendly library environment and to maximise the use of resources (including shelving and shelf checking);
- Works as part of the Library team to ensure that the overall objectives and aims of the Council's Library service are achieved;
- Works in the Junior Library (Saturday PM) and roaming position (Sunday)

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## Key Organisational Accountabilities

- Contribute to improved customer service and organisational effectiveness, by acting ethically, with honesty and fairness;
- Provide exceptional customer service by listening to the needs of each customer and action in a prompt, professional and courteous manner at all times;
- Ensure that the following principles from Council's Code of Conduct are taken into consideration in the carrying out of all Council duties:- integrity, leadership, selflessness, objectivity, accountability, openness, honesty and respect;
- Identify, assess and manage all risks associated with the function;
- A commitment to Council's Fraud and Corruption prevention strategy;
- Report injuries, accidents, incidents and near misses in the work area and on the corrective actions taken to prevent reoccurrence;
- Always ensure your actions contribute to a safe and healthy workplace;
- Use and properly maintain appropriate safety clothing and personal protective equipment; and
- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times.

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## Key Result Areas

*The direction for work is established by the Senior Librarian/Shift Leader – St Leonards Library in accordance with Council and Library priorities.*

To perform the accountabilities of the position, the occupant should be able to demonstrate the following:

- Supervisory skills

- The ability to work as part of a team, as well as independently
- Highly developed customer service skills
- Contribute to their own work performance and learning
- Good communication skills – verbal and written
- Knowledge of Readers Advisor resources for Adults and Children
- Knowledge of current WH&S, Library and Privacy legislation
- Knowledge of Shorelink, Lane Cove Council and Lane Cove Library policies and procedures
- Familiarity with relevant digital technology e.g. makerspace equipment, databases, eResources
- Information retrieval skills including reference interview by providing shelf and catalogue assistance and maintaining reservations and borrower enquiries
- Organisational understanding

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## Selection Criteria

All **bold highlighted** essential criteria **must** be addressed when applying for the role.

### Essential

*List the essential criteria of the position.*

- **Diploma of Library/Information Services or equivalent Library qualification**
- **Demonstrated commitment to high level customer service**
- **Demonstrated ability to work autonomously in addition to effectively contributing to a team**
- **Demonstrated information retrieval skills, including the reference interview**
- **Proven knowledge of relevant library technologies and equipment, e.g. makerspace equipment, databases, eResources**
- **Demonstrated strong and effective communication and interpersonal skills**
- **Demonstrated Readers Advisor skills – Adult and Children**
- **A current ‘Paid Worker – Working with Children’s Check’ clearance (NSW)**
- **Ability to work weekends – Saturday PM and Sunday**

### Desirable

*List the desirable criteria of the position.*

- **Current Class C Drivers Licence**
- **Previous Public Library Experience**
- Demonstrated understanding of the Privacy and Personal Information Protection Act implications for the Library
- Demonstrated experience using library management systems e.g. Aurora
- Proven knowledge of the Shorelink Library Network
- Demonstrated experience supervising and training staff.

