




## POSITION DESCRIPTION

**TITLE:** LIBRARY SUPPORT OFFICER

**LEVEL:** BAND LEVEL 4

**RESPONSIBLE TO:** LIBRARY SERVICES PROGRAM LEADER

<b>Position Status:</b>	Full time ongoing
<b>Position Approved by:</b>  Maxie Smith, Director Corporate and Community	<b>09/07/2025</b> <b>Date:</b>

### POSITION OBJECTIVES:

To provide support to front line library services, maintain library administration functions and collection management under direction.

### KEY RESPONSIBILITIES:

- Maintain knowledge and update existing procedures that support effective delivery of services, resources and activities for library users.
- Assist customer service officers with more complex general library enquiries and use of technology.
- Operate the library management system for collection maintenance and undertake regular template reporting.
- Maintain accounts payable, cash takings, petty cash and credit card transactions on behalf of the library.
- Undertake purchasing, procurement and acquisitions on behalf of library team under direction.
- Contribute towards reporting by collecting data and maintaining statistical information.
- Oversee order of library collection by Customer Service Officers through shelving, sorting and shelf reading.
- Provide administration support to the Library Services Program Leader.
- Participate in staff development activities including internal and external training.
- Ability to work on weekends as required.
- Ensure library operations comply with health and safety responsibilities as set out in legislation and Council's Standards on WHS Duties and Responsibilities.

## **CLASSIFICATION CRITERIA**

### **AUTHORITY AND ACCOUNTABILITY:**

- Responsible for completion of regularly occurring tasks with general guidance on a daily basis.
- May supervise work or provide on-the-job training, based on their skills and/or experience, to employees of the same or lower levels.

### **JUDGEMENT AND PROBLEM SOLVING:**

- Follow predetermined procedures where a choice between more than two options is present.
- Work performed falls within general guidelines but with scope to exercise discretion in the application of established practices and procedures.

### **SPECIALIST KNOWLEDGE AND SKILLS:**

- Application of developed skills acquired through on-the-job training or accredited external training over a few months.
- Demonstrated competence in administrative areas including literacy and numeracy and basic IT skills.

### **MANAGEMENT SKILLS:**

- Ability to efficiently plan and use own time to achieve specific objectives within set timelines.

### **INTERPERSONAL SKILLS:**

- Communication skills to enable effective communication with clients, other employees, and members of the public and in the resolution of minor matters.
- Positive, friendly demeanor.

### **QUALIFICATIONS AND EXPERIENCE:**

- A Certificate III in Customer Contact or a similar qualification and/or relevant customer service experience in a service delivery environment.

**KEY SELECTION CRITERIA:**

- A Certificate III in Customer Contact or similar and/or demonstrated customer service experience delivering exceptional service to a wide range of library users.
- Demonstrated experience working in a dynamic, community focused, technology driven public library environment.
- Demonstrated support maintaining library services via the internet, computers, websites and public computer services.
- Working knowledge of providing library services and collection management with a library management system - OCLC World share will be highly regarded.
- Demonstrated previous experience working effectively in a library team environment.
- Experience providing accounts and administration in a library context.
- Working experience contributing to workplace Health, Safety and Wellbeing.
- Excellent verbal and written communication and interpersonal skills.

**Requirements:**

- Possession of a Class C Drivers Licence.
- Possession of an Ochre Card.
- First Aid and CPR qualifications.
- Undertake Pre-Employment Medical and completion of a Criminal History Check.

**CHANGES TO JOB DESCRIPTION:**

From time to time it may be necessary to consider changes in the job description in response to the changing nature of Council's work environment– including technological requirements or statutory changes.

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Approved: (Manager/Supervisor)

Date:

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Employee:

Date: