

POSITION DESCRIPTION

POSITION: Home Library Service Officer	
DIRECTORATE: City Planning & Communities	GROUP: Events, Sport and Cultural Services
SECTION: Cultural Services	REPORTS TO: Service Leader Libraries
GRADE: E	EMPLOYMENT TYPE: Permanent
HOURS/WEEK: 35	POSITION No.: 758
DATE: April 2026	

OUR VISION

“Empowering the community and visitors to enjoy and grow our opportunities”.

OUR VALUES

We ensure that our Values are the foundation for everything we do.



iNnovate

Challenge the status quo in search of better outcomes.



Collaborate

Seek to understand different perspectives to problem solving.



Accountable

Take ownership and have the courage to call things out.



Respect

Mutual respect. No time for disrespect.



Empowering

Here to make a difference.

THE DIRECTORATE

The City Planning & Communities Directorate plans for and enables a thriving, connected regional city. We lead the City’s land-use, development and regulatory functions; manage cultural, library, sporting and community facilities; and curate events and programs that strengthen community identity, inclusion and economic vitality. We partner with community, industry, Traditional Owners and all levels of government to deliver sustainable growth, great places and outstanding experiences.



THE GROUP/SECTION

Our Events, Sport & Cultural Services Group ensures the effective delivery of community focused functions, including library, museum, gallery and theatre facilities, as well as pool and lifeguard services, whilst delivering high quality local, state and international events including the management of the City's sporting facilities.

POSITION OBJECTIVES

Provide high-quality library services through the coordination of the home library program and the delivery of customer, circulation and information services across all library locations. Support the effective engagement of staff and volunteers and contribute to the delivery of Cultural Services programs and outreach activities.

KEY ACCOUNTABILITIES

Work Health & Safety (WHS)

Contribute to a safe working environment by:

- Demonstrating safe work place practices and behaviours and encouraging others to do the same.
- Reporting all incidents, near misses and hazards in accordance with the City's processes.
- Taking reasonable care for own health and safety and the health and safety of others in the workplace.
- Participate and contribute in WHS training and consultation as required and be supportive of the implementation and development of safe work practices.
- Compliance at all times with statutory and regulatory requirements and Australian Standards.

Customer Service

Promote a positive and professional image of the City through:

- Creating and maintaining good relationships with the Community and our stakeholder customers.
- Taking the time to understand the needs of customers and their expectations.
- Provision of clear, accurate and timely technical and general advice to Council, management, stakeholders and clients.
- Following up on both positive and negative feedback received.
- Considering customer service in all aspects of their duties.
- Continuously looking for ways to improve the level of customer service you deliver.

Community Engagement

Committed to active and appropriate engagement processes guided by the principles of:

- Informing – Giving information to the community where instructed.
- Consulting – Obtaining community feedback when requested.
- Involvement – Engaging directly with the community as directed.
- Partnership – Partnering with the community to create solutions.
- Enabling – Placing final decision making in the hands of the community and City of Coffs Harbour management



Learning and Development (L&D)

Support the City of Coffs Harbour as a high performance organisation by:

- Participating in strategic learning and development initiatives.
- Undertake and participate in L&D initiatives that directly enhance and/or improve individual performance and contribute to the City's effectiveness.
- Take individual responsibility for own learning and engage in professional development.
- Participate in learning and development activities in accordance with the City's Training plan.
- Work collaboratively with the other staff to identify training needs and appropriate solutions.

Sustainability

- Consider the interconnections between economy, society and environment and ensure sustainability.
- Incorporate the City's Sustainability Policy and Climate Change Policy into daily operations whilst applying appropriate environmental laws and the management of cultural diversity in controlling the risk of serious or irreversible impacts on the environment, society and heritage values.

Continuous Improvement

- Supporting staff and the leadership team in the implementation of new and improved business processes.
- Support organisational initiatives including business and cultural change programs that progress the organisation towards the desired state.

Organisation Support

- Support the leadership and management by:
 - Embracing the organisations vision and values, so that they are demonstrated through behaviours, actions and attitudes.
 - Ensuring all appropriate City Policies and Procedures relating to employment, including Equal Employment Opportunity, Code of Conduct and Fraud & Corruption.
 - Ensuring the WHS responsibilities of the role are undertaken in accordance with the City WHS Responsibilities Statement, WHS legislation and other City Policies and Procedures regarding WHS.
 - Ensuring business records are maintained accurately and on time, in accordance with the City's Records Management Policy.
 - Providing valued team contribution, coupled with performance and behaviours consistent with a positive and productive work environment.

KEY AREAS OF RESPONSIBILITY

- Coordinate the delivery of the Home Library Service, including client registration, resource selection, preparation and distribution.
- Coordinate and support volunteers, including day-to-day supervision, onboarding and role-specific training.
- Promote and facilitate access to appropriate resource formats for home library customers, including digital and emerging alternatives.
- Provide advice on the needs of home library customers and contribute to continuous improvement of service delivery models.
- Monitor, evaluate and report on program performance, including utilisation data and community outcomes.
- Deliver high-quality customer service, including circulation and reference services, across all library locations as rostered.
- Contribute to initiatives that integrate library, visual arts and museum services to support a cohesive cultural offering.
- Support the delivery of Cultural Services programs, customer services and outreach activities as required.
- Undertake other tasks/duties as directed by your leader – that are within the skills, capability and training of the employee.

KEY RELATIONSHIPS

Internal

- Section Leader Cultural Services
- Service Leader Libraries
- Coordinator Library Visitor Experience
- Programs Facilitator – Libraries
- Library staff across all locations
- Cultural Services staff (including visual arts and museum teams)

External

- Home Library Service (HLS) volunteers
- Home Library Service customers and their carers/families
- Community organisations and service providers supporting housebound clients (e.g. aged care providers)

OTHER POSITION REQUIREMENTS

- Based on a 35-hour week, the ordinary hours of work will be between 08:00 and 21:00 Monday to Sunday. Actual start and finish times within this span will be arranged with your People Leader in accordance with the facility roster.
Shift penalties in accordance with the Award will apply for ordinary hours worked at the following times:
 - Weekdays outside of 08:00 and 21:00 – 20%
 - Saturdays – 25%
 - Sundays – 50%.This role may be required to work at any of the three library locations: Harry Bailey Memorial Library, Toormina Library or Woolgoolga Library.
- Flex time may be available in accordance with City procedures.
- This position is delegated with certain powers, authorities, duties and functions under the City's Delegations of Authority in accordance with the Local Government Act.
- This position is located at Yarrila Place, 27 Gordon Street, Coffs Harbour with the requirement to attend and/or work at other sites/locations having regard to the nature of the role.
- This position involves working in a predominantly indoor environment and using a computer is considered a core component of the role. There may be occasional visits to other work locations. The position requires an average level of aerobic and physical fitness to undertake occasional physical activities, including manual handling tasks as part of a normal working environment. A medical assessment will be required to be completed prior to commencement.

QUALIFICATIONS/LICENCES/EXPERIENCE

Essential

- Diploma in Library and Information Services or equivalent qualification
- Demonstrated experience in coordinating or delivering a similar service, including working with customers with diverse or complex needs
- Current C Class Drivers licence
- Current NSW Working with Children Check

Desirable

- Experience working with volunteers, including coordination, support and training
- Experience in community outreach or home-based service delivery
- Familiarity with library management systems and digital resource platforms (e.g. eBooks, audiobooks)
- Understanding of the needs of housebound, aged or vulnerable community members

CAPABILITIES

- Well-developed interpersonal and communication skills, with the ability to engage effectively with a diverse range of customers, including through digital channels.
- Strong customer service skills, with a focus on delivering responsive, inclusive and person-centred services.
- Highly developed organisational and time management skills, with the ability to coordinate competing priorities and meet deadlines.
- Sound digital literacy, including the ability to use online databases, internet search tools and library management systems.
- Ability to conduct effective customer interviews and respond to information enquiries with accuracy and professionalism.
- Proficiency in Microsoft Office applications and Outlook.
- Understanding of the needs of diverse community members, including people who are housebound, ageing, living with disability, or from culturally diverse backgrounds.
- Ability to support and guide customers in the use of digital technologies through one-on-one assistance.

Position Demands Analysis

Home Library Service Officer

EXPOSURE RATING TABLE					
No exposure	Low Exposure		Medium Exposure		High Exposure
0 hrs daily	0-2 hrs daily		2-4 hrs daily		4-8 hrs daily
0	1		2		3
PHYSICAL REQUIREMENTS					
All lifting to be undertaken using effective risk based manual handling techniques					
Sedentary work Lifting 0 - 4.5kg	2	Elevating arms above shoulder height	1	Climbing to access / exit excavations	0
Light work Lifting 4.5 - 9.1kg	1	Extend arms for reaching	1	Kneeling for extended periods	1
Medium work Lifting 9.1 - 22.7kg	0	Sitting for extended periods	2	Crawling	0
Heavy work lifting 22.7 - 45.5kg	0	Standing for extended periods	2	Balancing	0
Repetitive Lifting	1	Walking for extended periods	2	Hearing above background noise	0
Pulling Loads > 5kg	1	Walking on uneven ground	0	Depth perception	0
Pushing loads > 5kg	1	Frequent bending / stooping	1	Colour vision	0
Lifting with trunk twisting	1	Shovelling / digging	0	Fine manipulation	0
		Throwing	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT					
Safety boots / shoes	0	Dust Mask / Respirator	0	Reflective vest	0
Hard hat	0	Protective eyewear	0	Breathing Apparatus (BA)	0
Ear plugs / muffs	0	Gloves	0		
EXPOSURES					
CHEMICALS		CHEMICAL NAME/TYPE		BIOLOGICAL	
Dusts	1			Odours / Mists / Fumes	0
Liquids	0	M/V Oils / Fuel		Possible exposure to sharps	0
Herbicide spraying	0			Possible exposure Q Fever	0
Pesticide spraying	0			Possible exposure to Tetanus	0
Gases / Vapours	0	Exhaust fumes		Possible exposure to Hepatitis A, B, C	0
Working with solvents	0			Possible exposure to blood / bodily fluids	0
	0			Possible exposure to plant pathogens	0
PHYSICAL/PSYCHOLOGICAL					
Inside work	3	Working near machinery	0	Slippery surfaces	0
Outside work	0	Operating machinery	0	Low light areas	0
Confined spaces	0	Vibration	0	Shift work	0
Working alone	0	Working at heights	0	Use of computer for screen- based activities	3
Working with hot substances	0	High Temperatures > 38 degrees	0	Prolonged Driving (periods > 2hrs)	1
Working with cold substances	0	Low Temperatures < 3 degrees	0	Violence/aggression from customers	1
Noisy work areas	0	Fatigue	0	Threat/attack from animals / wildlife	0