

POSITION DESCRIPTION

CORPORATION OF THE CITY OF UNLEY

1. JOB IDENTIFICATION:

Title of Position: CASUAL LIBRARY OFFICER
Business Unit: COMMUNITY AND CULTURAL CENTRES
Reports to: LIBRARY SERVICES LEAD
Classification: MOA 1

2. POSITION OBJECTIVES:

- To assist members of the public to make the best use of the Unley Library Service by guiding their access to library resources and services.
- To ensure that the Unley Library Service remains customer focused, and strives to achieve excellence in providing services to the community.
- To perform library duties in an efficient and professional manner, to promote the image of the Unley Library Service and Council in both efficiency and courtesy to the public.

3. KEY RESPONSIBILITIES:

- Undertake circulation, customer enquiry and shelving duties as required at any branch of the Unley Libraries, including Toy Libraries with a possibility of customer service shifts at the Unley Museum.
- Foster a strong team culture with a customer service focus, by recognising that customer service is the primary role for team members and by working collaboratively with team members to provide excellent service.
- Acquire and maintain a knowledge of the book stock, electronic resources and other library materials to effectively undertake enquiries and assist customers to meet their information needs.
- Participate as a member of the Library Team and contribute to the ongoing development of the Library Service.
- Liaise with customers, external organisations, and other Council Business Units as required in undertaking duties.
- Assist customers to utilise information technology, including both hardware and software, and troubleshoot equipment as required.
- Undertake backup duties to assist other team members during their absence, inclusive of assistance with programs and events when required.
- Workroom and technical services tasks may be required from time to time.
- Demonstrate and support the City of Unley's values when working with others and the community.
- Comply with the City of Unley's records management Policy, procedures and practices for all records created and received.
- Undertake other duties associated with the position as required.



Better Together



Be Progressive



Strive for Excellence

- Adhere to the Safe Environments Policy and any associated procedures and report any suspected incidents of neglect or abuse of a child or other vulnerable person to the relevant manager.
- Demonstrate and support the City of Unley's values when working with others and the community.

Staff must comply with WHS and Return to Work SA legislation requirements and relevant WHS policies, procedures and safe work practices implemented by the City of Unley.

Key WHS Responsibilities:

- Actively support and contribute to the City of Unley's effective safety culture.
- Identify and report health and safety hazards, accidents, incidents, injuries and property damage within the workplace.
- Taking reasonable care to ensure their own safety and not placing others at risk, including appropriate use of equipment and PPE.
- Complying with the requirements of the City of Unley's WHS management system.
- Attending WHS training and following instructions and advice provided.

SAFE ENVIRONMENT:

- Comply with the City of Unley Safe Environment policy and all relevant policies and procedures.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that a child has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that an aged and/or vulnerable person has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Seek advice and support from your Team Leader, Manager or the People & Culture team if a notification is required.
- Advise your Team Leader, Manager or the People & Culture team if there is a change in your criminal history status and undertake a Department of Human Services Screening every three or five years (time frame is related to specific clearance type), unless more regular screening is required for legislative purposes.

EQUAL OPPORTUNITY EMPLOYMENT

Contribute to the promotion and adherence of the employee conduct standards and in particular Equal Opportunity by adhering to the provisions of relevant legislative requirements.

Actively support and contribute to the City of Unley's organisational values.

OUR VALUES





Better Together

Looks like ...

- Everyone matters
- Embrace diversity and difference
- Work as a team
- Collaborate with others
- Show care and support
- Share information and share the load
- Celebrate the wins, and the effort to get there



Be Progressive

Looks like ...

- Adapt, experiment and try new ways
- Be agile, open and take the right risks
- Seek new information & perspectives
- Learn and grow
- Embrace challenge and take action
- Shape the future



Strive for Excellence

Looks like ...

- Deliver our best work
- Set the benchmark high
- Be the best at getting better
- Reflect, evaluate and measure
- Achieve outstanding results
- Have pride in working for local government

4. PERFORMANCE AND SKILL REQUIREMENTS:

a) Qualifications/Experience

Essential

- Relevant qualifications and/or extensive experience relevant to the position.
- Experience within a customer service environment is essential.
- Experience within a multiskilled team environment is essential

Desirable

- Previous experience within a public library environment is preferred.

b) Knowledge

Essential

- Sound knowledge of book stock, electronic and other library resources essential.
- Knowledge of information technology hardware, such as computers, printers and photocopiers, and information technology software, such as databases, Microsoft products and the Internet essential.

Desirable

- Knowledge of Dewey Decimal system highly desirable.
- Working knowledge of library management systems highly desirable.
- Sound knowledge of public library aims and objectives, policies and procedures preferred

c) Skills

Essential

- Proficiency in the use of Microsoft Suite of Applications, 365 and internet technologies.
- Excellent communication skills.
- Excellent keyboard and computer skills, and ability to provide support to community members and library users
- Ability to work with limited supervision.
- Ability to set priorities, plan and organise time to achieve specific and set objectives.

d) Personal Attributes

Essential

- Ability to work with the public and manage the diverse range of community members who utilise the public library.
- Ability to be friendly, approachable and willing to assist customers and other team members.
- Ability to use initiative and exercise appropriate judgments in a variety or relevant computer programs.
- Ability to embrace change and undertake different roles as required.
- Ability to work effectively as part of a team.

By signing this position description the employee and the employee's manager agrees that it is an accurate reflection of the responsibilities and requirements of the position:

Incumbent:

Date:

Manager:

Date: