



POSITION DESCRIPTION

Library Officer

LIBRARY OFFICER

POSITION TITLE:	Library Officer
POSITION NUMBER:	5014
AWARD:	Queensland Local Government Industry (Stream A) Award – State 2017
AWARD CLASSIFICATION:	Stream A LGO 3
REPORTS TO:	Library Services Coordinator Tourism and Economic Development Manager
DEPARTMENT:	Community Services
LAST REVIEWED:	July 2025

ABOUT US

Our communities are famous throughout Australia for being the friendliest in Northwest Queensland. Our towns are well serviced, our natural resources are used wisely, our local economy is diverse and strong, and the local government administration works collaboratively with us to achieve our aspirations.

Our Commitment

We inspire people to
create a better future.

Our Vision

Whether you live here or visit, you will
see how much we value our natural
beauty, how connected our communities
are, and how balanced growth makes
this the best place in the world.

We Value



Honesty



Integrity



Accountability

OBJECTIVE OF THIS ROLE

This position is to provide excellence in customer service to library users through the provision of friendly, professional, and knowledgeable assistance with library services and information requests at Bob McDonald Library and Dr David Harvey-Sutton Gallery, a service of Cloncurry Shire Council.

To ensure excellence in customer service to library and gallery users through the provision of high quality and efficient library and information, and arts and cultural services that is responsive to community needs and provides for the information, recreational, and cultural needs of Cloncurry Shire Council Communities.

Assisting with the day-to-day operations of the library, as well as planning and delivery of library programs (i.e., First 5 Forever Storytime, Computer Assistance, Coding & Robotics, etc.) as well as administration, event, and exhibition for Dr David Harvey-Sutton Gallery.



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REPORTING LINES

Organisational Relationships:

- Reports to the Library Services Coordinator
- Reports to the Tourism and Economic Development Manager

GENERAL DUTIES AND RESPONSIBILITIES

- This position is located at the Bob McDonald Library and Dr David Harvey-Sutton Gallery, Scarr Street but may involve periods in Dajarra to develop local services for the community.
- Committed to customer service and working collaboratively.
- Develop strong relationships with internal and external stakeholders to further enhance departmental relationships.
- Well-developed computer literacy skills including the capacity to effectively use Microsoft Office, particularly Outlook, Excel and Word, and associated data software programs (e.g., Management Information Systems, registers, and statistical reporting).
- Operate in a team environment in which staff work together to achieve the objectives and initiatives outlined in the department's strategic plans.
- Support the learning outcomes of residents by assisting in the use of resources and technology and through the development and delivery of library and gallery programs that support literacy, learning, arts, and cultural, and social inclusion.
- Perform other duties as required.

KEY RESPONSIBILITIES IN THIS ROLE

The following outlines the key responsibilities of the position, but is not all encompassing:

- Promote and maintain a positive image of Cloncurry Shire Council and associated facilities.
- Deliver excellence in customer service experiences providing friendly information and reference assistance to all library visitors with the use of the public access catalogue, public access computers, library collections, and available eResources.
- Day to Day operations for library services not limited to processing and management of the library collection including loans, returns and requests using Aurora Library Management System according to Rural Library Queensland processes, shelving items accurately, preparing displays, maintaining library shelves, and processing book exchanges.
- General office administration including undertaking financial transactions, cash handling, receipting, and banking processes in accordance with established procedures, reconciling weekly/monthly reports, maintaining visitor statistics and other library and gallery reporting functions.
- Assist in identifying, planning and delivery in partnership with the Library Services Coordinator of library and gallery programs including but not limited to Storytime, Tech-Savvy Seniors, Computer/Digital Device Tutoring, Coding & Robotics, School Holiday Programs, events, and exhibitions.
- Deliver excellence in customer service experiences providing friendly information and reference assistance to all library and gallery clients with the use of the public access catalogue, public access computers and library collections, including liaising with individuals, community groups, educational institutions, key stakeholders, the wider community, and other library/gallery staff throughout the state.
- Effectively and proactively perform as a member of both the immediate team and entire community services team, working collaboratively to support activities and/or exhibitions in the library and gallery, including the contribution to continuous improvement of Council's policies and processes.
- Ensure regular book exchanges are performed with Rural Libraries Queensland to ensure resources remain relevant to our patrons.
- Maintain recording and coordination of library memberships including registers.
- Provide relief (as required/requested) for John Flynn Place and Cloncurry Unearthed to support unforeseen circumstances and roster support across the department.



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- Monitor visitation, exhibitions and displays for the gallery, ensuring access is open through the library for activities and/or exhibitions.
- Ensure security of cash and exercise a duty of care in relation to cash handling.
- Support and encourage local community participation in a diverse program of activities that target a range of ages and cultures and support lifelong learning opportunities.
- Assist with the operations and programming of Council's library and gallery as required.
- General assistance with gallery and library operations, exhibition process, collection management and documentation.
- Work with volunteers and internal and external stakeholders to achieve successful delivery of library and gallery programming.
- Actively support positive cultural change and continuous improvement within the workforce to ensure departmental services are provided in a harmonious, competitive, cost-effective manner.
- Ensure that approved purchasing procedures are adhered to.
- Maintain a broad understanding of Council's structure, roles, policies, and functions and ensure that Council policies are understood and are adhered to.
- Actively contribute to the team, promote best practice, and maintain professional standards and integrity.
- Ensure policies and procedures of the library and gallery are always adhered to.
- Ensure the library and gallery facility is cleaned and maintained to a high standard.
- Ensure all records are accurately kept and maintained in accordance with the Council's policies and procedures.
- Work in an unsupervised environment while always maintaining confidentiality of Council business.
- Complete additional activities and reasonable directions given by Library Services Coordinator and Tourism and Economic Development Manager.
- Council compliance and employee obligation to uphold workplace, health and safety when working for the Council.
- Position may require work outside standard business hours (e.g., weekends, evenings)

WORKPLACE HEALTH & SAFETY OBLIGATIONS

All Cloncurry Shire Council employees have an obligation to uphold workplace health and safety when working for the Council. Under Section 28 of the *Work Health and Safety Act 2011* ("Act") an employee shall:

- take reasonable care for his or her own health and safety; and
- take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and
- comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this Act; and
- cooperate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers
- maintain and support knowledge of safe work procedures in relations to maintenance and construction work
- ensure compliance with COVID Safe Plans as applicable
- report all matters beyond your authority promptly.

All employees of the Cloncurry Shire Council will be required to uphold the obligations mentioned above. Additionally, any specific workplace health and safety issues that pertain to the type of work being performed including due diligence as outlined under section 27 of the *Act*.



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Library Officer

ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

Skills:

- A positive, professional, and friendly manner - a committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures, and guidelines.
- Ability to accurately collect and collate statistical data.
- Ability to deal pleasantly, clearly, and tactfully with diverse members of the public, both directly, over the phone and in writing.
- Strong computer and digital technology literacy, and ability to assist others with digital technology queries and provide advice.
- Skilled in cash handling practices that include accurate receipting weekly or monthly sales reconciliations.
- Ability to manage time, set priorities, plan, and organise own work to carry out assigned duties efficiently and effectively.
- Ability to recommend to supervisors/coordinators improvements to routine procedures.
- Ability to work independently with minimal or no supervision and in a team environment.
- Ability to work within Council Policies and Procedures.
- Ability to maintain confidentiality.

Knowledge:

- Demonstrated knowledge of library and gallery operations and services.
- Demonstrated administrative and organisational ability.
- Knowledge of public library and gallery operations and services or a willingness to learn.
- Knowledge of local Arts, Culture and Heritage is highly desirable.
- Working knowledge of local government operations, structure and services, programs, policies, and activities in relation to library and gallery development highly desirable.

KEY SELECTION CRITERIA

- Experience or a demonstrated willingness to learn library and gallery operations.
- Sound computer skills, particularly data entry, word processing and internet skills.
- Demonstrated ability to work autonomously as well as team member.
- Strong work ethic and a commitment to high standards of service.
- Demonstrated ability to coordinate and deliver excellent customer service.
- Time management and administrative skills.
- Good knowledge or willingness to learn and work across of a wide range of subject areas, programming, exhibits and displays.
- Demonstrated excellent customer service skills, and well developed oral and written communication skills.
- Demonstrated ability to solve problems and show initiative.
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice, and multi-cultural diversity.

QUALIFICATIONS, EDUCATION AND LICENCES REQUIRED

Mandatory:

- Attainment of year 12 level of education is desirable.
- Hold a suitability card to work with children (Blue Card) or the ability to acquire prior to employment.
- On the job training will be provided as required but possessing a sound basic work skills base as a minimum pre-requisite.
- Essential to hold and maintain a current manual 'C' class driver's licence.
- Current police check / clearance.



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Library Officer

Desirable:

- Diploma or higher degree in Library/Information Services or equivalent, and/or Gallery/Museum Practice.
- Eligibility for library technician membership of the Australian Library and Information Association.

WORKPLACE HEALTH & SAFETY OBLIGATIONS

All Cloncurry Shire Council Officers have an obligation to uphold workplace health and safety due diligence when working for the Council, Under Section 27 of the *Work Health and Safety Act 2011*("Act")

To ensure that the person conducting the business or undertaking:

1. to acquire and keep up-to-date knowledge of work health and safety matters
2. to gain an understanding of the nature of the operations and generally of the hazards and risks associated with those operations
3. has available for use, and uses, appropriate resources and processes to eliminate or minimise risks to health and safety from work carried out as part of the conduct of the business or undertaking
4. has appropriate processes for receiving and considering information regarding incidents, hazards and risks and responding in a timely way to that information
5. has, and implements, processes for complying with any duty or obligation of the person conducting the business or undertaking under this Act

All employees of the Cloncurry Shire Council will be required to uphold the obligations mentioned above.

Please sign below if you have read, understood, and accepted the responsibilities of this position as outlined in this position description.

Name

Signature

Date