Position Description – Collections Development Officer

Division	Engaged Community
Portfolio	Community Connections
Business Unit	Libraries
Level	4
Reports To	Collection Development Leader
Prescribed Position	Yes

Position Objective

The Collection Development Officer plays a key role in delivering high-quality, inclusive library collections across traditional and non-traditional formats. This position combines the creative work of selecting, developing and curating innovative new collections with the technical responsibilities of cataloguing these new resources. As a responsive member of the Collection Development team, the role applies technical expertise, data insights, and community feedback to coordinate collections reflect local needs and interests.

The Collection Development Officer also works effectively as part of a multi-skilled and dynamic team, providing an exemplary frontline customer experience across Libraries.

Key Responsibilities

- Facilitate the selection, maintenance, and evaluation of traditional and non-traditional collections in line with sector best practice and endorse library standards.

- Apply data insights, community feedback, and sector trends to inform collection decisions and pilot new formats.

- Accurately catalogue and maintain records using the Library Management System, ensuring compliance with cataloguing standards and consortium protocols.

- Oversee quality control of metadata and customer records contributed to the One Card consortium.

- Research and champion emerging collection formats and technologies, bringing forward ideas that respond to changing community needs

- Deliver high-quality customer service across library sites, supporting inclusive access to collections and resources.

- Address customer queries and feedback, contributing to continuous improvement of collection visibility and relevance.

- Collaborate with internal teams and external stakeholders to support collection-related projects, community consultation, and promotional activities.

- Support Systems Administration tasks and reporting in conjunction with the Collection Development team as an essential part of the LMS support framework across the network.

- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.

- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.

- Responsible for being actively involved in the identification and management of the day to day risks of their activities and projects.

- Take reasonable care for your own and others health and wellbeing in accordance with the Work Health & Safety Act 2012 and with Council's Work Health & Safety Managements Systems.

- Take relevant actions in accordance with Legislative requirements under the Children's Protection Act 1993 Section 8A and Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- Ability to apply cataloguing standards to ensure accessible and accurate metadata.

- Skill in interpreting data to inform collection decisions and service improvements.

- Strong communication and collaboration skills to engage with diverse stakeholders and community members.

- Ability to deliver inclusive, responsive, and high-quality customer service in a library environment.

- Demonstrated behaviour consistent with the organisational values.

Knowledge

- Sound knowledge of library trends, especially in collection development, customer experience, and community engagement.

- Working knowledge of the One Card consortium and Library Management System tools.

- Understanding of inclusive collection practices and public library roles.

Experience

- Experience in coordinating collection development activities and vendor liaison.

- Experience in delivering customer-focused library services and supporting digital literacy.

- Using library technologies and digital tools confidently.

Qualifications & Requirements

• A tertiary qualification in library and information studies.	Essential
• Child Safe Environments Training.	Essential
• Working with Children Check (WWCC).	Essential
• Car Licence.	Essential