



Position Description – Library Technician

Division	Engaged Community
Portfolio	Community Connections
Business Unit	Libraries
Level	3
Reports To	Collections Development Leader
Prescribed Position	Yes

Position Objective

The Library Technician delivers a high-quality customer experience and ensures library collections are effectively selected, catalogued, developed and maintained. They contribute to innovative services that meet diverse community needs and work as part of a dynamic, multi-skilled team providing exemplary frontline service.

Key Responsibilities

- Utilise strong cataloguing skills to ensure the collection is accessible and well maintained.
- Maintain collections as a significant asset including collection security and inventory activities.
- Accurately catalogue new materials and maintain records for the library's collection using the One Card Library Management System in adherence with network protocols.
- Provide oversight of quality control of the City of Charles Sturt's contribution to the One Card catalogue and customer records.
- Deliver responsive frontline customer service that enables community access to library programs, resources and spaces, ensuring welcoming and meaningful experiences.
- Contribute to the creation of a safe, welcoming and inclusive spaces where community members feel a sense of belonging and are eager to engage with library resources, services and programs.
- Build and strengthen relationships with key internal stakeholders and foster strong relationships with community members to inform service improvements.
- Participate in cross-functional Community Connections projects and activities to deliver strategic and operational objectives.
- Assist with the day-to-day operations of the facilities including maintenance activities, room/space bookings, event bookings and other services.
- Embrace emerging technologies and assist the community with digital technology, troubleshooting, and tools.

- 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

- Passionate about the evolution of library collections, strengthening community connections and delivering meaningful community-focused services.
- Demonstrates strong attention to detail and accuracy when undertaking cataloguing, processing, inventory and other repetitive technical tasks, ensuring high-quality, consistent and reliable collection maintenance.
- Demonstrated ability to deliver responsive, high-quality customer service through clear and effective communication with diverse customers, including the constructive management of challenging behaviours.
- Highly motivated, professional and self-disciplined, with the ability to work effectively in a team environment and support colleagues with prioritisation and achieving shared goals.
- Ability to adapt to changing community and operational needs while contributing to innovative and continuously improving service delivery.
- Intermediate computing skills with confident use of Microsoft 365, including Microsoft Office and Teams.
- Demonstrated behaviour consistent with organisational values.

Knowledge

- Working (or demonstrated) knowledge of current Australian cataloguing standards, and the One Card Consortium environment.
- Sound understanding of the role and purpose of public libraries, contemporary library operations and services, and current library and community development trends.
- Demonstrated capability with library technologies, online resources and databases, combined with the ability and interest to learn and use new and emerging technologies.
- Use of corporate technology including electronic document management, finance, customer requests, event booking, facility management and intranet systems.

Experience

- Experience in maintaining high-quality library collections.
- Experience in delivering exceptional customer service outcomes.
- Experience actively participating and making valuable contributions within a high performing team.
- Experience supporting staff and customers in the use of technologies.

Qualifications & Requirements

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| • A tertiary qualification in library, information management, or related field and/or commensurate demonstrated experience in lieu of formal qualifications | Essential |
| • Child Safe Environments Training | Essential |
| • Working with Children Check (WWCC) | Essential |