

POSITION DESCRIPTION

LIBRARY OFFICER

CUSTOMER EXPERIENCE

Our City Vision:

Port Adelaide Enfield is a welcoming, liveable City: made by people.

Our Goals

Thriving Community <i>A City where people have the opportunity to connect and flourish</i>	Prosperous Economy <i>A City with a thriving economy that enriches its local community</i>	Clean And Green City <i>A City that values its natural environment</i>	Places For People <i>An accessible City where people love to be</i>
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Organisational Capability:

Our diverse workforce is resourced to deliver meaningful outcomes.
 Our systems, processes and tools are contemporary and reflect leading practice.
 Our assets and finances are managed with good stewardship.

We value our constructive workplace culture:

That is supportive, takes on challenges, seizes opportunity, builds great relationships and is proud of what we deliver for our diverse community. We inspire people to be creative, grow and learn. We place no limits on what we can achieve.

Our Organisational Values

Make a Difference We serve our community well • Deliver public good • Improve the quality of people's lives • Community focussed • Deliver Council's City Plan	Grow & Improve We improve our work everyday • Innovate • Continuously improve • Problem solve • Adapt & change • Engage the community • Shape the future	Better Together We collaborate & create to deliver meaningful outcomes • Trust, honesty, integrity • Care & support each other • Work as a team • We celebrate success • We are accountable • Open communication
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The position is:

Position Title	Library Officer – Customer Experience		
Department & Section	Community Development, Libraries		
Team	Customer Experience		
Reporting to	Customer Experience Coordinator		
Positions Reporting to it	Nil		
Classification and Stream	MOA Level 2		
Position Number		Prescribed Position:	YES ☒ NO ☐

How does this position contribute to our community?

You will help make the City of Port Adelaide Enfield a City where people love to be. A City of opportunity and a City that supports community wellbeing by providing welcoming and flexible services, resources and programs to library customers.

What does the position do?

- Deliver exceptional customer experiences to library users across the City of PAE.
- Facilitate access to information, resources, programs and lifelong learning opportunities which support positive wellbeing and healthy communities
- Actively promote the Library Service to increase community awareness and understanding of library services, resources and facilities
- Deliver one on one and group training sessions to Library customers of all ages and abilities
- Support and participate in City of PAE Libraries Outreach activity, including Home Library Service delivery
- Assist, support and facilitate the delivery of library programs and activities
- Under the guidance of Branch Leadership, maintain Collections in accordance with Collection Development Standards and Guidelines
- Deliver readers' advisory and technology troubleshooting for customers
- Oversee the activities of agency staff, volunteers and work experience students
- Support housekeeping and facility management to ensure the Libraries are presented to the highest level of professional presentation
- Support customers of community spaces at the Libraries, including room preparation, technology support and room bookings
- Will be required to work out of hours, evenings and weekends to support the operational requirements of the library. This position works across all of the City of PAE Libraries.
- Appropriate information management practices are implemented
- Support the day to day operations of the Library service
- Set up and pack down spaces for library programs, events and displays, ensuring safe and efficient use of library facilities.
- Perform duties requiring standing and walking for extended periods, including the transportation and arrangement of library items, shelving units, display stands, signage, tables, chairs and other materials required for library activities.
- Ability to work over a 7-day roster, including outside of business hours and
- be flexible in working areas across all PAE libraries and other locations within Council, as required.
- Other reasonable duties as required are undertaken

What outcomes does the position deliver?

- Libraries are places where customers can access assistance to support their literacy, information, and recreational needs
- Libraries provide exceptional customer service that is welcoming, effective and inclusive
- Library spaces are safe, welcoming and inclusive spaces that support community cohesion and lifelong learning.

The behaviours we expect the position to contribute to our workplace are:

- Customer focused and passionate about delivering for our community
- Alignment to PAE Values and Code of Conduct
- High emotional intelligence to understand, respond to and support customers.
- Resilience working in a busy, public facing environment.
- Respectful, clear and effective communication.
- Display patience, empathy and active listening with all interactions.
- Adapt to new ideas and changing circumstances.
- Sound problem solving skills and the ability to implement practical solutions.
- Handle conflict and challenging situations with calm professionalism, effective conflict resolution and de-escalation skills.
- Manage time efficiently.

Qualifications for the position

- Diploma or Certificate in Library Studies & Information Services, or equivalent experience is desirable.

Essential screening/training

- Current Working with Children Check Clearance (or willingness to obtain prior to commencement)
- Child Safe Environments Training (or willingness to undertake upon commencement)
- Current Australian Driver's License.

Experience

- Experience providing front line customer service in a community-based setting is highly desirable.
- Experience working within a Public Library setting highly desirable.
- Experience with contemporary digital technology, software, applications, and records management tools.
- Experience with conflict resolution and de-escalation techniques in a community-based setting.

Knowledge

- Knowledge of Public libraries and their role in society including current trends and innovation
- Sound knowledge of office administration processes and customer experience principles.
- Proficient in the use of information technology and software, sound working knowledge of digital resources
- Knowledge of languages other than English and multicultural communities is desirable.

Information Management/Cyber Security

- Appropriate information management practices are implemented.
- Maintain knowledge and application of Council's IT systems relevant to role.

- Maintain a working understanding of and follow Council's cyber security controls.

Child and Vulnerable People Safe Environment

- A child and vulnerable people safe environment is maintained and promoted.
- Promote protection, safety and wellbeing of children and other vulnerable people.

Our Safety and Return to Work Commitments

All Staff

- Take reasonable care for their own health and safety.
- Take reasonable care that their acts or omissions do not adversely affect the health and safety of other persons.
- Comply, so far as reasonably able, with any reasonable instruction that is given to ensure their safety.
- Co-operate with any reasonable WHS policy or procedure relevant to their work.
- Participate in the RTW process if injured at work as set out in the Return-to-Work Act 2014.