

# POSITION DESCRIPTION

## CORPORATION OF THE CITY OF UNLEY

### 1. JOB IDENTIFICATION:

**Title of Position:** LIBRARY OFFICER  
**Business Unit:** COMMUNITY AND CULTURAL CENTRES  
**Reports to:** LIBRARY OPERATIONS COORDINATOR  
**Classification:** MOA 2

### 2. POSITION OBJECTIVES:

- To assist members of the public to make the best use of the City of Unley Libraries by guiding their access to library resources and services.
- To ensure that the City of Unley Libraries 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 City of Unley Libraries and Council in both efficiency and courtesy to the public.

### 3. KEY RESPONSIBILITIES:

#### Responsibilities specific to this role:

- Assist with administrative tasks to ensure smooth library operations, such as but not limited to stationery and consumables orders, follow up on invoices, cash handling, debt collection, notices, lost property and records management.
- Maintenance of daily roster including coordinating relief to cover unexpected staff absences.
- Provide support in a backup capacity for creation of staff roster.
- Provide support to the Home Library Service.
- Support customers when hiring library venues, including room bookings, inductions and inspections.
- Support the library team to ensure all community spaces and collections are presented to the highest possible standard. Assist in library promotions, both physical and online and via social media.
- Collate and share information to casual team members.
- Triage and respond to customer emails.
- Provide timely response to customer enquiries, providing accurate solutions and recommendations.
- Respond to changing customer needs and recommend service improvements.



**General Library:**

- Undertake circulation, customer enquiry, shelving and shelf reading duties as required at any branch of the Unley Libraries.
- 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.
- Undertake regular debt collection duties as required.
- Acquire and maintain knowledge of library collections, electronic resources and other library resources 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 by involvement in planning and promotion processes and engaging in meetings as required.
- Liaise with customers, external organisations, and other Council Business Units as required in undertaking duties.
- Undertake backup duties and assist with general library duties as required to maintain effective library operations.
- 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.

**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



**PURSUE EXCELLENCE**  
WE STRIVE FOR THE BEST  
IN ALL THAT WE DO

## Behaviours that SUPPORT this Value

- Creatively solve problems
- Take on challenging goals
- Understand how you contribute to our vision
- Grow, learn and continuously improve
- Deliver quality work and always aim for outstanding results



**ACHIEVE TOGETHER**  
WE WORK TOGETHER  
TO DELIVER RESULTS

## Behaviours that SUPPORT this Value

- Build on our strengths
- Collaborate across the organisation
- Celebrate our achievements
- Be responsive to others' priorities and needs
- Engage with each other to find effective solutions together



**DEMONSTRATE INTEGRITY**  
WE DO THE RIGHT THING  
AT ALL TIMES

## Behaviours that SUPPORT this Value

- Do what you say you will do
- Address behaviour that is inconsistent with our Values
- Act with transparency, honesty and respect
- Take responsibility for our actions
- Embrace diversity, encourage inclusion and promote belonging



**COMMUNITY FOCUSED**  
WE DELIVER FOR  
OUR COMMUNITY

## Behaviours that SUPPORT this Value

- Demonstrate a can-do attitude
- Effectively communicate and consult with all stakeholders
- Be open, positive and friendly
- Respond promptly and deliver on promises
- Show pride in each other, our organisation and community



**BE PROGRESSIVE**  
WE THINK OUTSIDE THE BOX  
TO INNOVATE AND IMPROVE

## Behaviours that SUPPORT this Value

- Bounce ideas off others
- Generate creative and innovative thinking
- Experiment with new approaches
- Challenge the status quo and embrace change
- Overcome challenges to achieve outcomes

#### 4. PERFORMANCE AND SKILL REQUIREMENTS:

##### a) Qualifications/Experience

###### Essential

- Strong customer service skills and experience
- Must hold a valid Driver's License – 'C' Class (to facilitate Home Library Service deliveries when required).
- A current vulnerable person-related employment check is required to be maintained for this position. *This check is valid for three (3) years and is continuously monitored by the DHS screening unit.*
- The position requires you to hold a current Department Human Services (WWCC) Working with Children Check.  
*This required to be maintained with this position and held current every five (5) years.*

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**NOTE:** Copies of the above listed qualifications/licences/certificates are required as evidence on appointment.

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###### Desirable

- Previous experience within a public library environment and knowledge of One Card and library management systems.
- Experience and ability to work collaboratively within a team environment.
- Experience in maintaining staff rosters.
- Cash handling.

##### b) Knowledge

###### Essential

- Sound knowledge of public library aims and objectives, policies and procedures.
- Sound knowledge of book stock, electronic and other library resources.

###### Desirable

- Knowledge of Dewey Decimal system and Library of Congress Subject Headings.
- Knowledge of information technology hardware, such as computers, printers and photocopiers, and information technology software, such as databases, Microsoft products and the internet.
- General knowledge of WHS and EEO principles.

##### c) Skills

###### Essential

- Proficiency in the use of Microsoft Suite of Applications, 365 and internet technologies.
- Ability to work with the public and manage the diverse range of community members who use the public library.
- Ability to work a Tuesday to Saturday roster.
- Ability to be friendly, approachable and willing to assist customers and other team members.
- Ability to work with minimum supervision.
- Ability to set priorities, plan and organize time to achieve specific and set objectives.
- Ability to use initiative and exercise appropriate judgement.
- Excellent communication skills.

**Desirable**

- Good computer skills and ability to understand and operate relevant software.
- Ability to work accurately.
- Ability to embrace change and undertake different roles as required.
- Ability to work effectively as a part of a team.

**d) Personal Attributes**

**Essential**

- Flexibility and adaptability.
- Resilience and positivity.

**Desirable**

- Enthusiasm, energy and personal drive.

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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: .....