

LIBRARY MATERIALS SUPPORT OFFICER

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 <ul style="list-style-type: none">• Deliver public good• Improve the quality of people's lives• Community focussed• Deliver Council's City Plan	Grow & Improve We improve our work everyday <ul style="list-style-type: none">• Innovate• Continuously improve• Problem solve• Adapt & change• Engage the community• Shape the future	Better Together We collaborate & create to deliver meaningful outcomes <ul style="list-style-type: none">• Trust, honesty, integrity• Care & support each other• Work as a team• We celebrate success• We are accountable• Open communication
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POSITION DESCRIPTION



The position is:

Position Title	Library Materials Support Officer		
Department & Section	Community Development, Community Learning & Libraries		
Team	Collections		
Reporting to	Digital Collections Coordinator		
Positions Reporting to it	Nil		
Classification and Stream	MOA Level 3		
Position Number	5751	Prescribed Position:	YES <input checked="" type="checkbox"/> NO <input type="checkbox"/>

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 experience to library customers across the City of PAE
- Facilitate access to information, resources, programs and lifelong learning opportunities which support positive wellbeing and healthy communities.
- Proactively assist customers with enquiries and enable the use of library resources, technology, equipment, programs and Council services.
- Works within the high-performing Collections team to efficiently process new materials within set timeframes and in line with team Key Performance Indicators.
- Utilises accurate and proficient cataloguing and data entry skills to create and maintain quality records that enable customers to easily discover information and resources.
- Works independently and exercises judgement, in line with established procedures and policies, in the processing and maintenance of library materials.
- Support other library officers, agency staff, trainees and volunteers, in the accurate processing and maintenance of materials.
- Works collaboratively across the Collections team, and broader library service, to support the delivery of innovative, high performance Collections.
- Support the day-to-day operations of the Library Service.
- Works outside of standard business hours, evenings, and weekends to support the operational requirements of the library.
- This position works across all of the City of PAE Libraries.
- Other reasonable duties as required are undertaken.

What outcomes does the position deliver?

- Library collections that are innovative, high performing and community-focused.
- Library materials are delivered to branches in a timely, efficient and accurate manner.
- Libraries are places where customers can access readers' advisory assistance to support their literacy, information, and recreational needs.
- Libraries provide exceptional customer service that is welcoming, effective and inclusive.

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

- Clear and effective communication and information sharing.
- Creative thinking and problem solving.
- Astute and thoughtful decision making.
- Self-driven enthusiasm and optimism to complete tasks and encourage others to do the same.
- A passion for personal development and commitment to continuous improvement.

POSITION DESCRIPTION



- Innovative thinking and adaptability to new ideas and concepts, and the courage to try them out.
- Strong interpersonal skills that facilitate good working relationships and build trust.
- Ability to engage with customers and community members in a respectful and empathetic manner.

Qualifications for the position

- A Diploma in Library & Information Management (Library Technician) is desirable or an ALIA-recognised cataloguing course.
- Current Working with Children Check Clearance (or willing to obtain prior to commencement).
- Current Australian Driver's License.

Experience

- Experience (one year's minimum) in a Technical Services position in a library, preferably a public library, is essential.
- Experience in copy cataloguing using RDA (Resource Descriptive Access) is desirable.
- Experience in Customer Service is essential.

Knowledge

- Knowledge of public libraries and their role in society, including current trends and innovation.

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.

Employee Signature: _____

Print Name: _____

Date: _____