

POSITION TITLE	Library Support Officer	
GROUP / DEPARTMENT	Corporate Services / Customer Experience	
REPORTING TO	Coordinator Library Services	
DIRECT REPORTS	Nil	
EMPLOYMENT BASIS	Permanent Part Time (30 hours week) Local Government State Award	
BAND/LEVEL	Band 1 Level 2	
GRADE	Grade 2	
APPROVED BY	CEO	Date:
EMPLOYEE	Name: Signature: ? Date:	
POSITION PURPOSE The Library Support Officer assists with day-to-day library operations including library book issue, returns, reservations and shelving of books.		
LINKS (INTERNAL) <ul style="list-style-type: none"> Library Services team 		LINKS (EXTERNAL) <ul style="list-style-type: none"> Residents, service users and other stakeholders
KEY DUTIES AND RESPONSIBILITIES <ul style="list-style-type: none"> Provide a high-level customer service to members and visitors to the library. Assist library users with general library enquiries and computer enquiries etc. Assist library users with use of public computers, printing and internet services. Undertake information desk duties and user education programs as rostered. Undertake financial transactions for users and as directed for start and end of day processing. Maintain and assist with Library Management System. Support with Book Process to be Shelf Ready. Shelve resources in correct alphabetical and Dewey order. Maintain stocks of book maintenance materials and undertake book repairs. Undertake Library opening and closing procedures Maintain and assist with inter-library loan service, Books on Wheels, Displays, and Book Promotions. Assist training casual Library officers and work with volunteers to support Library tasks. Assist with the delivery and promotion of library programs, events, VR, and tech support. Store and maintain corporate records in Council's electronic document and records management system in accordance with relevant policies, procedures, and the State Records Act. Demonstrate and adhere to the principles of conduct and standards of behaviour as defined within the Code of Conduct. Other duties and responsibilities as directed within skills and abilities of the individual. 		

SELECTION CRITERIA

Essential

- Well-developed interpersonal, written and verbal communication skills, with the ability to build and maintain relationships.
- Developed proficiency in Microsoft Office suite particularly Excel, Word and Outlook.
- Working knowledge of library information desk activities, including process book issues, returns and reservations.
- Effective communication skills.
- Effective time management skills.
- Computer knowledge with ability to work with Library Management System and Edward River Council System.
- Demonstrated ability to undertake duties in a manner consistent with a culture of customer service excellence and Council's values – Leadership, Excellence, Accountability and Delivery.
- Working with Children and National Police Check or willingness to obtain.
- Ability to work Saturday mornings on a regular basis.

Desirable

- Current Driver's License.
- Certificate III in Library and information services or similar, or equivalent experience in a comparable role.
- Contemporary experience in library operations with a working knowledge of library procedures and policies.
- Prior knowledge of Local Government administrative systems and processes.
- A working knowledge of the principles and procedures for operating a Public Access Library.

COUNCIL RESPONSIBILITIES

Council Values

Edward River Council has adopted a set of values which were developed through a consultative process involving staff across the whole organisation.

All Council employees are expected to demonstrate our corporate values when undertaking their roles and making decisions that impact our customers and community:

- **Leadership** – We seek to provide strong leadership for our community and customers. We lead with empathy and integrity.
- **Excellence** – We strive for excellence and continuous improvement: in who we are, in how we work, and in how we deliver results for our community.
- **Accountability** – We are open, honest, and transparent in how we do business, the decisions we make and the actions we take.
- **Delivery** – we are committed to delivering results to our community and outstanding service to our customers.

Work Health & Safety

All Edward River Council employees have a responsibility to behave in a manner which ensures that their actions or omissions do not adversely affect the environment or health & safety and wellbeing of Council employees, contractors, or members of the public. Council employees must:

- Comply with Council's Work Health & Safety policies, procedures, and programs;
- Participate in any training and safety initiatives implemented by the Council;
- Comply with all safety directives and work instructions; and

- Must immediately report any incident or potential hazard to their supervisor.

EEO (Equal Employment Opportunity) & Diversity

Council is committed to a workplace that is fair and inclusive and to building a workforce which embraces these principles and reflects the diversity of the Edward River community.