



## Position Description

### A. POSITION PROFILE

**Position:**

**Library Services Officer (PT)**

**Position Evaluation:**

*Award: Band 2 Level 1*

*Salary System Grade: 8*

**Conditions of Employment:**

*Australian Citizen or Right to Work in Australia*

*Local Government (State) Award 2023*

*Part-time 35.5 hours per fortnight*

**Additional Benefits:**

*12% Superannuation*

**Position Occupant:**

*Vacant*

**Department:**

*Development & Community*

**Section/Group:**

*Social & Community*

**Location:**

Cootamundra

Gundagai

**Direct Supervisor:**

*Library Manager*

**Number of Staff Supervised by this position:**

*Nil (1-5 Volunteers at times)*

### B. STATEMENT OF FUNCTION

Deliver efficient and effective customer, information services and programs within the Council libraries, including educating library users and assisting patrons with facilities and equipment use.

### C. KEY RESPONSIBILITIES

1. Provide a high standard of customer service and promote the library's resources and services.
2. Maintain presentation of library resources.
3. Follow safe work practices and procedures.
4. Coordinate library book club program.
5. Coordinate the reservation of the Stephen Ward Rooms.
6. Liaise with Library Managers to organise a range of programs across both library locations.

**POSITION NUMBER**

9030

**DATE ADOPTED:**

August 2017

**APPROVED BY:**

Allen Dwyer

**LAST REVIEWED:**

May 2026

## **D. DUTIES**

### **Customer & Technical Services**

1. Provide professional assistance with library telephone and counter enquiries.
2. Deal with requests or complaints promptly and refer unusual requests and unresolved complaints to the Library Manager. Details of resolved complaints should also be provided to manager.
3. Attend to bookings of library resources and equipment such as computer or meeting rooms facilities and assist with preparation for use.
4. Provide technical assistance to customers in the use of library facilities.
5. Facilitate the provision of a home delivery service to members with special needs.

### **Library Programs & Services**

6. Process issues, returns and reservations of Library stock.
7. Process inter-library loans, transfers and special requests for large print and talking books, from other Library facilities, including the State Library and those outside of the Riverina Regional Library network.
8. Assist the Library Manager with training, supervision and support of volunteers and other library staff.
9. Promote the services of the Riverina Regional Library (RRL) network.
10. Process applications for library membership.
11. Liaise with Library Managers to organise a range of programs across both library locations including the preparation, promotion and presentation where appropriate/necessary.
12. Collection and accession of the library's periodicals.
13. Follow up reservations and overdue notices.
14. Coordination of school holiday programs, story time and activities.
15. Maintain library shelves including displays of books, children's area activities and noticeboards.
16. Remove irrevocably damaged and outdated book stock as required.

### **Administration & General Duties**

17. Collect and record library user statistics at the circulation desk for reporting purposes.
18. Provide timely and accurate receipting of all monies received at the library.
19. Coordinate the reservation system for the Stephen Ward Rooms and ensure room rental fees are accurately charged to users of the Stephen Ward Rooms.
20. Prepare promotional materials such as posters or flyers.
21. Maintain stationary supplies for the library and ensure counter and library forms, documents and stationary are routinely replenished.
22. Ensure library facilities are clean and tidy.
23. Undertake library opening and closing procedures, including accommodating after-hours access for bookings.
24. Occasionally carry out other duties as directed by the Library Manager or requested by other Council staff.

## **E. ESSENTIAL CRITERIA**

1. Certificate III in Library/Information Services or equivalent experience and applied knowledge.
2. Demonstrated experience in a library/customer service environment (minimum one year).
3. Demonstrated cash handling, reconciliation and record keeping skills.
4. Ability to interact in a professional manner with members of the public, other external parties and staff at all levels of the organization, including conflict resolution skills.
5. The ability to provide information and advice and facilitate learning.
6. Experience working and communicating with children.
7. High level computer and technical skills.
8. Current NSW Class C Driver's Licence (P's acceptable).
9. Current Working with Children Check (or ability to readily acquire).
10. Working knowledge of roles and responsibilities under the WHS Act 2011.

## **F. DESIRABLE CRITERIA**

1. Diploma of Library/Information Services.
2. Knowledge of Library Management Systems.
3. Experience in the supervision and training of staff.
4. First Aid Certificate.