



City of
Norwood
Payneham
& St Peters

LIBRARY SERVICE OFFICER

POSITION & PERSON DESCRIPTION

September 2024

POSITION DETAILS

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| DEPARTMENT: | Community Development |
| UNIT: | Library Services |
| SECTION: | Norwood, Payneham & St Peters Libraries |
| ORGANISATIONAL RELATIONSHIP: | <p>This position reports to the Manager, Library Services and the relevant Library site supervisor.</p> <p>The Position is also expected to work in collaboration with staff across the organisation and Library Service</p> |
| DIRECT REPORTS: | Nil. |
| AWARD & ENTERPRISE AGREEMENT: | <i>South Australian Municipal Salaried Officers Award and the City of Norwood Payneham & St Peters' Municipal Officers Enterprise Agreement</i> |
| CLASSIFICATION: | General Officer, Level 2 |
| SPECIAL CONDITIONS: | <p>This position is required to work across all library sites.</p> <p>This position may be required to work weekend shifts in accordance with the library roster.</p> <p>This Position does not require the application of Tertiary Level Qualifications and is therefore not subject to the Progression Classification in the <i>South Australian Municipal Salaried Officers Award</i></p> |

POSITION OVERVIEW

The Library Service Officer provides excellent customer and information services and supports day-to-day operations across the three library sites located at Norwood, Payneham and St Peters.

POSITION OBJECTIVES

- Provide excellent customer and information services.
- Support day-to-day library operations as required, including the undertaking of shelf checks, processing consortia courier materials, implementing collection exception reports, shelf reading collections, processing collection debits and ensuring the library site is presentable at all times.

KEY RESPONSIBILITIES

1. SERVICE

- Respond to and resolve enquires and requests and provide information on the Council's programs, services and facilities.
- Receipt payments and accurately undertake financial transactions including banking and reconciliation.
- Effectively resolve matters at the point of enquiry, wherever possible. If a matter cannot be resolved at the point of enquiry, ensure requests and enquiries are transferred to the appropriate staff member, or processed within the organisation's expectations.
- Actively promote the Council's library programs and services, OneCard and council activities.
- Other duties as required.

Performance Indicators

- Excellent customer service is delivered.
- Service provided is in accordance with the Service Excellence Framework.
- Payments are receipted accurately in accordance with Council payment procedures.
- Accurately fulfil the requirements of the Public Library Services policies and processes for the OneCard Network.

2. LIBRARY OPERATIONS SUPPORT

- Support the day-to-day operations of the library service.
- Library collections and spaces are safe, clean and presentable at all times.
- Other duties as required.

Performance Indicators

- Library collections and spaces are safe, clean and presentable at all times.
- Collection reports are undertaken in a timely manner and in accordance with procedures.
- Accurately fulfil the requirements of the PLS policies and processes for the OneCard Network.

SELECTION CRITERIA

ESSENTIAL CRITERIA

- Demonstrated customer service skills.
- Proficient digital literacy.
- Proficient in payment systems and financial transactions.

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DESIRABLE CRITERIA

- Experience working in a public library.
- Ability to provide recommendations and support customers with their queries.

JOB REQUIREMENTS

- National Criminal Record (Police) Clearance with no adverse findings.
- *Department of Human Services (DHS) Working With Children Clearance.*
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Current drivers' licence.
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Complete duties as requested by a more senior officer than yourself.
- Complete duties within the timeframes allocated.
- After-hours and weekend work across the Library Service in accordance with the library roster.
- This position is required to work across all library sites, as rostered.



WORK HEALTH & SAFETY RESPONSIBILITIES

- In accordance with *Section 28* of the *Work Health and Safety (WHS) Act 2012*, while at work you must:
 - take reasonable care of your own health and safety; and
 - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
 - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
 - cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
 - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
 - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
 - maintain their workplace in a tidy and safe condition;
 - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
 - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
 - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.
- Work Health & Safety (WHS) Competencies and training requirements include:

Note: Matrix & Legend (A424732) identifies competencies for high-risk position – see Matrix for “Administration All Office Based Roles”

 - Sun Smart UVR (induction)
 - Hazardous Chemicals Awareness (induction)
 - Drugs & Alcohol Awareness (induction)
 - Environmental Hazards General Awareness (induction)
 - Hazardous Manual Tasks Awareness (induction and every three (3) years)
 - Fatigue Awareness (annual)

Performance Indicators

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.



ORGANISATIONAL VALUES

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the *Business Excellence Framework* as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values and Community Well-Being Model.

The Organisational Values (which are summarised below) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.





AGREEMENT

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties and skills required and the expected outputs and outcomes for the position of Library Service Officer.

APPROVED BY:

READ & AGREED TO BY:

Mario Barone PSM
CHIEF EXECUTIVE OFFICER

Insert Name of Incumbent.
LIBRARY SERVICE OFFICER

Date

Date

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes of each position within the organisation, align with the strategic and corporate directions of the Council as set out in the *CityPlan 2030: Shaping Our Future*. The *Organisational Values* are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the *Organisational Values*.