

POSITION DESCRIPTION

POSITION TITLE:	LIBRARY OFFICER
DIVISION:	CITY SERVICES AND LIVING
DEPARTMENT:	CITY LIFESTYLE
SECTION:	LIBRARIES
CLASSIFICATION:	BAND 3
LOCATION:	A COUNCIL LIBRARY FACILITY WITHIN THE MUNICIPALITY
DATE:	APRIL 2025

POSITION OBJECTIVES:

The key objectives of the position are:

- To contribute to the provision of high quality library services that meet the educational, recreational and information needs of the diverse Hume community by providing a high level of customer service and supporting the professional presentation of library facilities.
- To support the planning, implementation, and facilitation of activities for the Hume community.
- To support the facilitation of learning for the Hume community.

KEY RESPONSIBILITIES AND DUTIES:

1. Customer service tasks

- Undertake regular direct customer service duties, including regular evening and weekend shifts.
- Issue and return all formats promptly and efficiently.
- Register new library members and issue replacement cards.
- Collect payment for damaged materials, printing and photocopy services, etc.
- Answer phone calls promptly and provide appropriate services eg. phone renewals.
- Educate and support customers in using self-service technology, other Hume libraries applications, programs bookings software and libraries website.
- Ensure the library is kept tidy and welcoming for customers.

2. Branch Responsibilities

- Actively promote the library resources to the community.
- Perform reconciliation of branch cash takings in accordance with Council procedures.
- Report branch IT issues in accordance with procedures.
- Troubleshoot library computers and hardware as appropriate.
- Accurately shelve library stock.
- Other duties as directed by Team Leader, shift supervisor or librarian.
- Attend team meetings and complete required training in a timely manner.

3. Collection Responsibilities

- Assist librarians with collection maintenance as directed.
- Withdraw stock in accordance with collection management procedures.
- Regular shelf reading to ensure the collection is in order.
- Ensure timely shelving of library material.
- Tidy shelves to ensure high standard of library presentation.
- Work as part of the larger team to provide relevant, attractive and well-maintained collections for the community.

4. Programs responsibilities

- Promote library resources and programs as part of branch outreach activities.
- Support the delivery of programs across Hume Libraries.
- Report on programs, activities, and outcomes.

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ORGANISATIONAL RELATIONSHIPS:	
Reports to:	Team Leader, Shift supervisor or Librarian
Supervises:	Work experience students, Community Service Students,
Internal Contacts:	Hume Libraries staff City Lifestyle staff Council staff
External Contacts:	Members of the general public, community groups, professional library and industry groups

ORGANISATIONAL CONTEXT

VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

OUR VALUES

At Hume City Council, our Values underpin everything that we do.



We're better, every day

We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.



We're in it together

At Hume, everyone matters. We welcome and include all. Respect and safety are expected.



We show up

We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.



All for Hume

We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything we do.

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WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

SERVICE PLANNING & CONTINUOUS IMPROVEMENT

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

ASSET MANAGEMENT

Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

ENVIRONMENTAL SUSTAINABILITY

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing

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environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

HUMAN RIGHTS APPLICATION

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, policies and strategies.

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POLICE CHECK:

The incumbent must have and maintain a current Police Check

WORKING WITH CHILDREN CHECK:

The incumbent must have and maintain a current Working with Children Check YES NO

PRE-EMPLOYMENT MEDICAL CHECK

- The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug & alcohol test. May also include cognitive assessment.) YES NO
- The incumbent must undergo a Pre-Employment Audio Test YES NO

PSYCHOMETRIC ASSESSMENT

The incumbent must undergo a series of psychometric assessments (Psychometric testing can take various forms, such as numerical, mechanical, logical, verbal, or skills tests) to ensure suitability for the position YES NO

OTHER DUTIES

Responsibilities and duties included in this position description are subject to the *Multi-skilling* provisions of the *Hume City Council Enterprise Agreement* as varied from time to time.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Displaying and promoting Our Hume Values & Guiding Behaviours
- Maintaining knowledge of and working within Organisation Policies and Procedures including WHS, EEO and Code of Conduct;
- Assisting in the opening and closing of the library in accordance with established procedures;
- Performing circulation duties in accordance with established standards and procedures at any of the Hume Libraries branches as required;
- Responding to library users in a timely manner and providing a responsive and proactive user friendly customer focused service;
- Providing guidance and checking tasks performed by students and volunteers;
- Operating within Council policies and procedures;
- Collection of council fees and charges;
- Acting as an ambassador for Hume Libraries;
- The freedom to act is limited by approved standards and procedures.

JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- The incumbent is required to identify and resolve problems using standard procedures and guidelines, or refer more complex issues to the Shift Supervisor as appropriate.
- The nature of the work is clearly defined within established procedures and the

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incumbent will be required to exercise judgement to achieve the required standard of library service, however, guidance and advice is always available.

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Demonstrated knowledge of and ability to use a variety of computer hardware and software;
- Knowledge of cash handling and reconciliation;
- Knowledge of Public Library systems and procedures.

MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- The ability to plan and organise work so as to achieve specific and set objectives in the most efficient way within resources available and within a set timetable.
- Self-motivated with the ability to work effectively within a team environment.

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Ability to identify customer needs and expectations, decide the appropriate action and respond accordingly;
- Ability to maintain professionalism, integrity and confidentiality;
- High level customer service skills with an ability to deal with difficult situations and present a positive Council image;
- Sound written and verbal communication skills;

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Successful completion of VCE or high school equivalent
- Experience in a Public Library or similar environment.
- Current Working with Children’s check.
- Current driver’s licence.

TASK ANALYSIS

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In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights – above 10kgs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
– below 10kgs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual handling frequency	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive manual work	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive bending/twisting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive kneeling/squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working with arms above head	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting above shoulder height	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Using hand tools – vibration/powerful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operating precision machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Close inspection work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing hearing protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing eye protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing safety shoes/boots (steel cap) / gum boots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing other relevant PPE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in dusty conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in wet/slippery conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working with chemicals/solvents/detergents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Washing hands with soap (hygiene)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working at heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in chillers (+4 degrees C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Performing clerical duties	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working on a keyboard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving cars and/or trucks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other special features (e.g. nature of chemicals, travelling requirements etc): Frequently working with members of the community who may present challenging behaviours.				

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

AGREEMENT:

I hereby accept and agree that by placing my electronic signature in the text box, this shall be considered as an original signature for accepting the duties in this position description. I understand that key responsibilities and duties in this position description will be undertaken in accordance with the Employee Handbook and I agree to abide by the terms and conditions stipulated therein.

Name (Please print):

Date:

Signature:	
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SELECTION CRITERIA:

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. Successful completion of VCE or high school equivalent.
2. Experience in a Public Library or similar environment.
3. Excellent demonstrated written and oral communication skills with an ability to engage people from diverse backgrounds.
4. Excellent Customer Service skills with an ability to deal with difficult customers and present a positive Council image.
5. Demonstrated knowledge of and ability to use a variety of computer hardware and software with an ability to instruct customers with various IT requirements.
6. Demonstrated experience and skills in facilitating programs within a library setting.
7. Ability to develop working relationships with staff and work together in a team environment.

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