



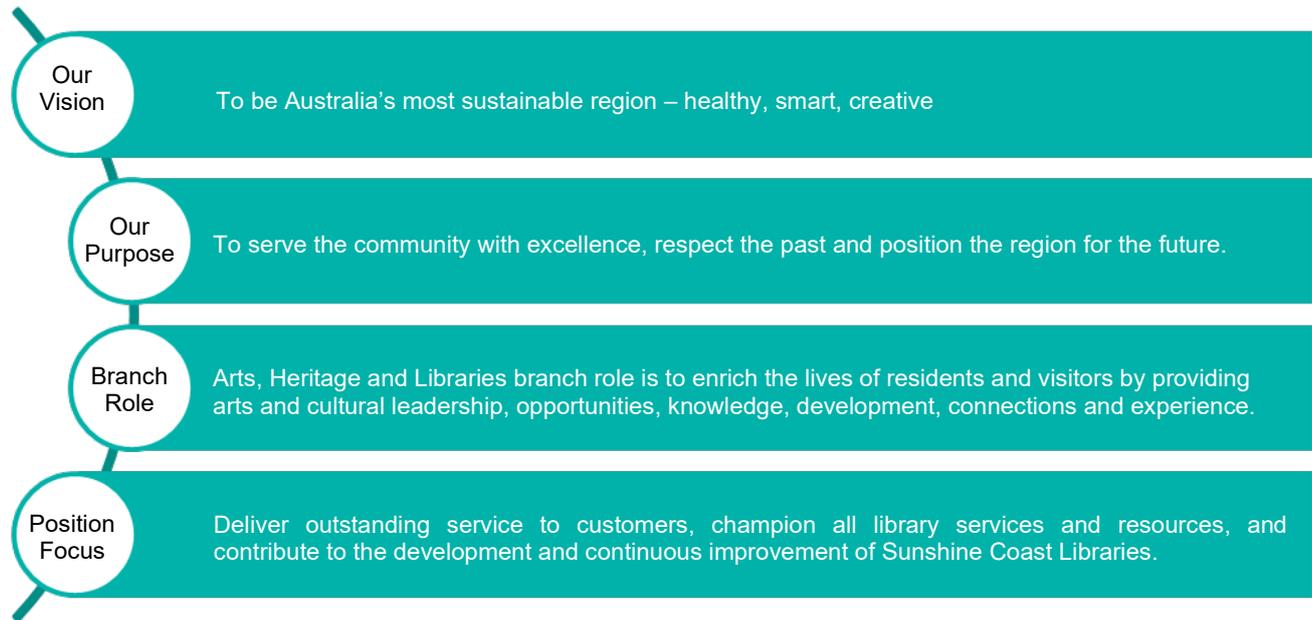
## Position Profile

2906 – Library Officer – Arts, Heritage and Libraries

### About Council

**The Sunshine Coast Council continues to take a lead role in shaping a prosperous future for our community through a vision to be Australia’s most sustainable region – healthy, smart, creative.**

Sunshine Coast Council is one of the largest local governments in Australia, serving a community of more than 330,000 residents across an area of approximately 2,291 square kilometres. Council’s 2022-2026 Corporate Plan aims to deliver a smart economy, a strong community, a healthy environment, service excellence and an outstanding organisation. These objectives provide our community and our organisation with a line of sight to the programs, projects and services provided by council to residents, businesses and visitors across our region every day. Our employees’ passion and commitment to the region and their willingness to go above and beyond, is what sets Sunshine Coast Council apart as a local government organisation.



### Our Values

Everything council does is underpinned by its values which define the culture of the organisation and the behaviours that shape our interaction with the community and each other.

**Respect for each other** in our working relationships

**Being our best** by continuing to learn, grow, challenge and change

**Working as one team** across the organisation and with our community

**High standards** in our conduct, service and governance

**Service excellence** for our customers and each other

## Our Corporate Plan Goals

1. **A Smart Economy** - A prosperous, high-value economy of choice for business, investment and employment.
2. **A Strong Community** - In all our communities, people are included, treated with respect and opportunities are available to all.
3. **A Healthy Environment** - Maintaining and enhancing the region's natural assets, liveability and environmental credentials.
4. **Service Excellence** – Positive experiences for our customers, great services to our community.
5. **An Outstanding Organisation** - A high performing, innovative and customer-focused organisation marked by great people, good governance and regional leadership.

## Position Summary

<b>Position title</b>	Library Officer		
<b>Position number</b>	2906		
<b>Reports to</b>	Team Leader Library Hubs		
<b>Position type</b>	Establishment		
<b>Position classification</b>	Award Based – QLD LG Industry (Stream A) Award – Level 2		
<b>Group</b>	Economic and Community Development		
<b>Branch</b>	Arts, Heritage and Libraries		
<b>Team</b>	Library Services		
<b>Employment area</b>	Sunshine Coast	<b>Current Location</b>	Beerwah
<b>Team leadership/ supervision</b>	Not Applicable		
<b>Internal liaison</b>	Team Leaders, Team Members and other Council employees		
<b>External liaison</b>	General public, community service providers, industry stakeholders, guest speakers, educational bodies.		
<b>Delegations</b>	As per Council's Delegations of Authority relating to financial, administrative, human resource management, Workplace Health & Safety (WH&S) and environmental management responsibilities.		
<b>Date last reviewed</b>	4 August 2022		

## Key Responsibilities

- Provide outstanding customer service to Sunshine Coast Council Libraries customers.
- Provide support and guidance to other employees and volunteers engaged in learning opportunities such as familiarisation with the library management system, library catalogue and other business processes and procedures.
- Promote and deliver a range of library programs including story time, lifelong learning sessions, technology sessions, outreach and events.
- Assist with the retail presentation of libraries ensuring they remain fresh and modern looking places
- Perform library duties such as shelving, issues, returns and collection maintenance.
- Assist in the provision of reference and information services to library users, including on-line information retrieval and inter-library loans and instruction on the use of library resources, technology and equipment.
- Maintain a strong knowledge of library resources including digital and online resources.
- Successfully complete training requirements and participate in professional development opportunities.
- Maintain a good knowledge of digital literacy.
- Work at other Library branches as required to meet business needs.

- Ensure personal safety and the safety of others by following council policies and procedures, cooperating with all reasonable instructions and actively participating in all health & safety training and consultation.
- Such other relevant duties as required from time to time which would generally fall within the scope of this position.

## Key Requirements

### Mandatory Requirements / Experience

- Certificate III in Library and Information Services or equivalent, related qualifications or professional experience.
- Previous relevant experience with demonstrated communication and strong customer service skills in the provision of information in person, email, telephone and other standard business correspondence.
- Demonstrated ability to work well with others in a team environment with a can-do commitment to achieving overall team objectives.
- Proficient general computer skills and demonstrated ability and willingness to learn and teach new technology, including equipment, computer applications and systems.
- Ability to manage large groups of customers during the delivery of various library programs including children's literacy activities, digital literacy training and workshops as required.
- Physical agility and the level of fitness, strength and dexterity to stand for extended periods and to carry out frequent lifting, pushing and bending.
- Satisfactory completion of a pre-employment health assessment.
- Current "C" Class Driver's Licence

### Desirable Requirements / Experience

- A love of literature and reading and ability to assist customers with reading material selections.

### Corporate Requirements

- Commitment to the agreed Sunshine Coast Council values and behaviours
- Compliance and adherence to Code of Conduct
- Participation in Performance Review and Planning
- Availability to work across all locations
- Commitment to the Work Safe : Live Well 7 Safety Essentials

Be fit for work ▪ Look after yourself and others ▪ Manage risk - if it's not safe don't do it ▪ Follow procedures and instructions ▪ Check all plant & equipment and be competent in its use ▪ Use and maintain correct PPE ▪ Report all hazards, incidents and near misses.

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