



Collaboration



Communication



Integrity



Efficiency



Leadership

| | | | | | |
|-----------------------|--|-------------------|---------------------------------|--------------|---|
| Position Title | Library Services Officer – Level 2 | | | | |
| Department | Community, Cultural and Economic Development | Branch | Libraries and Customer Services | | |
| Section | Library Branch Services | Instrument | Officers Certified Agreement | Level | 2 |

| | | | | | |
|--------------------|--|--|--|--|--|
| Our Purpose | Together we proudly enhance the quality of life for our community. | | | | |
| Our Values | Collaboration | We work together towards a common purpose and understand every employee plays a role in our success. | | | |
| | Communication | We communicate openly and ensure diverse voices are being heard and valued. | | | |
| | Integrity | We have a professional and respectful workplace and are motivated by public rather than private interests. We inspire others to act ethically. | | | |
| | Efficiency | We provide enhanced service to the people of Ipswich and we aim to get it right, first time. | | | |
| | Leadership | We engage the heads, hearts and hands of our people to achieve our purpose. Recognition is part of our every day. | | | |

ABOUT IPSWICH CITY COUNCIL

Neighbouring Brisbane, Queensland's capital, Ipswich is the state's fastest growing area and oldest provincial city. It is a dynamic blend of rich heritage, proud communities, diverse landscapes, and lively energy all contributing to a region full of liveability and opportunity.

Ipswich City Council employs more than 1,500 people and promotes a workplace culture built on our communication, collaboration, integrity, efficiency, and leadership values. Council teams operate across various industries delivering a wide range of services to the community.

PURPOSE OF THE POSITION

Provide support in the operations and functions of the library service in accordance with best practice and the objectives of the Libraries and Customer Services branch.

Provide effective and efficient day-to-day delivery of library services to the community.

REPORTING LINE

This position reports to Library Services Team Leader.

ACCOUNTABILITIES

1. Provide effective point of need customer services, to both internal and external customers, to deliver a positive customer experience.
2. Use interpersonal and communication skills to effectively engage with customers, responding to, and escalating any issues as appropriate.
3. Provide day-to-day operational and administrative support to deliver library customer services for diverse audiences.
4. Assist library customers with a range of general queries including reader's advisory, digital literacy support, search assistance and customer referrals.
5. Provide assistance and support to deliver, market and promote library programs, services and activities as required.
6. Maintain industry awareness and actively engage in professional development opportunities.
7. Assist in the development, documentation and implementation of work guidelines and processes relevant to library services.

QUALIFICATIONS

Mandatory:

- Minimum education Year 12 or equivalent.

Desirable:

- Certificate in relevant discipline.
- Current Queensland C class driver's licence.

SELECTION CRITERIA

1. Substantial interpersonal and communication skills, including proven ability to interact positively and effectively with a diversity of customers, community stakeholders and other Council officers.
2. Demonstrated skill in providing point of need services to internal and external customers.
3. Sound understanding of reader's advisory, digital and information literacy and ability to assist and support customers.
4. Demonstrated ability to contribute and collaborate within a multi-disciplinary team.
5. Sound understanding and knowledge of the administration and operation of a library branch.
6. Sound knowledge of Council's policies and procedures.

GENERAL

This position description reflects a summary of the key accountabilities of the position, it is not an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties that are reasonably within the scope of the officer's skills, competence and training.

Ipswich Libraries operates over multiple locations, and staff will be required to work at different locations.

The incumbent will be required to undertake a range of manual handling tasks which may include shelving items, standing for long periods, moving trolleys, setting up for activities, loading and unloading vehicles, moving filled crates and boxes and driving Council vehicles.

Ipswich Libraries operates seven days per week and includes weekend and evening rosters. The incumbent of the position may be rostered to work across the span of library service delivery.

CORPORATE EXPECTATIONS

- Employees are expected to be familiar with and comply with the Code of Conduct and Council policies and procedures.
- Employees are expected to be familiar with and comply with the *Human Rights Act 2019* and make decisions in a way that is compatible with Human Rights.
- The employee shall comply, so far as is practicable, with the Work Health and Safety Act, Regulations, Codes of Practice and Council's Workplace Health and Safety Policies and Procedures and shall comply with instructions given by his or her manager and/or supervisor in respect of the health and safety of themselves and the health and safety of other persons. Additionally, it is the responsibility of the incumbent to:
 - Participate in planning, hazard identification and risk assessment of work activities;
 - Report any new work hazard(s) to your supervisor;
 - Undertake work only for which you are competent and skilled;
 - Question any actions or decisions that you think are unsafe;
 - Follow documented work instructions, control measures and procedures;
 - Actively participate in all training provided;
 - Correctly use and maintain PPE provided
 - Protect yourself, your colleagues and others;
 - Consider safety every day.
- Employees are expected to be familiar with and follow the spirit and content of Council's Diversity and Inclusion Strategy where people feel valued and respected and ideas and perspectives are sought out.
- Employees may be required to contribute to Council's disaster response and recovery capabilities, where aligned to their function and role.