

Position Description

Position Title	Library Services Officer (Branch Support)
Directorate	Community Strengthening
Department/Business Unit	Creative and Engaged City
Team	Libraries
Classification	Band 5
Date	March 2025
Reports to:	Library Operations Coordinator
Supervises:	Supervises staff on designated shifts
Internal Liaison:	Library Operations Coordinator, Library Branch Staff, Library Coordinators and other Council Staff
External Liaison:	Library Patrons and Community Members, Community Organisations, Colleagues from other Library Services and Agencies

Position Objectives

Your primary purpose in this position is to:

- Support and assist the community to access and use Library services and resources.
- Ensure efficient and patron-centred branch operations, workflows and procedures.
- Contribute to the delivery of excellent service through Greater Dandenong's Library Services.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

Essential

- Associate Diploma in Library Services, Information Technology, Education, Community Services or related field with little or no relevant work experience or,
- Less formal qualifications with relevant skills, knowledge and customer service/program experience or
- Relevant skills, knowledge and customer service/program experience commensurate with the requirements of this role, preferably within local government,
- Certificate IV in Workplace Training & Assessment and/or experience/qualification in the delivery of public and/or staff training programs.

Relevant skills, knowledge and experience could include demonstrated:

- Leadership experience in the supervision of staff in a dynamic library environment, including rostering staff during shifts to achieve agreed outcomes, as required.
- Self-motivated approach to managing time and organising work to achieve set objectives in a team setting, including responding promptly to the challenges of facilities maintenance.
- Ability to communicate with and advocate for diverse communities, referring or escalating matters to appropriate staff.
- High level of spoken and written literacy assisting library users with literacy-based queries, particularly people from culturally and linguistically diverse backgrounds.
- Ability to evaluate, effectively use and advise on library print and electronic resources, internet technologies, PC, and mobile devices.
- Ability to provide effective one-on-one / small group instruction in the use of relevant software applications, internet technologies, IT equipment, mobile devices, and self-serve functions across Library Services.

- Excellent oral and written communication skills, along with proficiency with the Microsoft Office suite to prepare and maintain correspondence, emails, calendar appointments, and contribute to reports, basic spreadsheets, and databases.
- Ability to network and work with a range of stakeholders, agencies and individuals, keeping professional knowledge up to date, including current information sector trends in public libraries.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to the offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- satisfactory (and ongoing) Working with Children’s Check
- satisfactory (and ongoing) Police Check
- ongoing First Aid and CPR (specify) including:
 - Provide First Aid (Level 2)

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Branch Operations	<ul style="list-style-type: none"> • Maintain a safe and well-presented library branch environment including equipment, and furniture, at all times. • Set-up, support and monitor administrative processes to support day-to-day branch operations. • Review and update service delivery and branch operating procedures for staff and patrons as required in consultation with Library staff. • Undertake process improvement projects to improve the overall patron experience, service efficiencies and workplace safety of the library. • Escalate emergencies and building maintenance issues requiring immediate attention to the Leadership team or emergency services as required. • Assist in the shelving, perfect ordering, rotation and maintenance of library resources and collections.
Service Delivery	<ul style="list-style-type: none"> • Provide effective and efficient library and information services to all library users on a rostered basis during library opening hours at all locations. • Resolve frontline issues relating to borrowed materials, such as claimed returned items, problem items, etc. • Supervise staff rostered to designated shift, assisting with escalated patron enquiries and issues. • Provide training and induct staff in branch lending services, equipment, workflows, and procedures. • Make recommendations regarding library services, procedures and functions to enable 100% patron self-service. • Assist in the smooth operation of RFID enabled technology and associated self-serve technology eg cashless self-serve transitions. • Monitor trends and provide recommendations on issues affecting library services • Attend training and development activities to keep abreast of changes in the delivery of library services and to maintain an awareness of any changes within the community. • Demonstrated ability to maintain awareness of and add value to Council events / sponsored activities organised to take place within the Community and/or other significant community activities or events that Library patrons may enquire about. Awareness of Council, library or other significant community events and how the library can add value to them.
Information and Reader Services	<ul style="list-style-type: none"> • Assist patrons with the library catalogue, electronic resources and other information resources. • Assist patrons to locate reading materials and/or information. • Contribute to the website and Library’s virtual environment.

Program and Learning Support	<ul style="list-style-type: none"> • Provide training to library users in small groups based on set content. • Conduct library tours and resource demonstrations to library user groups as required. • Facilitate library programs or provide support to programs conducted in the library. • Provide basic literacy and learning services support by making bookings where appropriate.
Team Effectiveness	<ul style="list-style-type: none"> • Active participation within the team to ensure a cohesive approach to achieve team and corporate objectives. • Recognition of individual achievements. • Active support for those who require assistance. • Supervise and induct Work Experience and Work placement students in accordance with Council's policies and procedures
First Aid Activities	<ul style="list-style-type: none"> • Undertake the role of First Aid Certified Officer (FACO) and administer first aid in line with job requirements and <i>OHS First Aid Operational Procedure</i>

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	<ul style="list-style-type: none"> • Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	<p>All employees have responsibilities to:</p> <ul style="list-style-type: none"> • Take reasonable care of their own health and safety. • Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. • Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. • Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. • Participate in health and safety training programs and initiatives.
Child Safety	<ul style="list-style-type: none"> • Understand obligations and act in an appropriate manner with and around children • Promote positive work practices with children • Establish boundaries around acceptable and unacceptable behaviour in relation to children • Adhere to reporting obligations where there is suspected or discovered child abuse
Climate Change & Sustainability	<ul style="list-style-type: none"> • Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	<ul style="list-style-type: none"> • Remain mindful of the requirements of the Victorian Charter of Human Rights at all times

	<ul style="list-style-type: none"> • Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. • Perform other duties as directed within the limits of acquired skills, knowledge, and training. • At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. • At all times, comply with Council's Code of Conduct - Staff.
Diversity, inclusion and equity	<ul style="list-style-type: none"> • Demonstrate an understanding of and the ability to work with, diversity in the workplace, including: <ul style="list-style-type: none"> ○ zero tolerance of racism and expectations that staff will act on incidents of racism ○ supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.
Gender Equality	<ul style="list-style-type: none"> • Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – <i>ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Team based work – <i>works in a team of people and not exposed to isolation</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Communicating with others – Verbally		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Communicating with others - Written		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Focused Attention to task – <i>high levels of attention required to minimise errors and ensure accuracy</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Concentrating – <i>high levels of concentration required while completing required tasks</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Planning and sequencing tasks and activities		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Decision making – <i>required to exercise sound decision making while completing all aspects of the position</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Problem solving – <i>requirement to develop sound solutions to novel or unusual problems arising during the course of the day</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Reasoning – <i>required to exercise sound reasoning while completing all aspects of</i>		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<i>the position within defined scope</i>					
Judgement – required to exercise sound judgement while completing all aspects of the position within defined scope		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Short and long-term memory recall – ready access to documented procedures or precedents to perform requirements of the position		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Emotional resilience – exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Interruptions – frequency of interruptions to daily work plans and requirement to change work plans at short notice		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements

- A task analysis exists because this position requires more than 10-15% manual handling/physical exertion

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – stay in a seated position	Shelving, perfect ordering	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standing – standing in an upright position, moving less than 3 steps	Returning books, assisting patrons	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking – In an upright position, moving more than 3 steps	Assisting patrons	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Crawling – Move on the hands & knees or by dragging the body close to the ground		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-manual handling					
Crouch/squat – To lower the body by bending forward from legs and spine, buttocks on or near the heels	Shelving	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling – To lower the body	Shelving	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending – To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds	Shelving on lower shelves. Minimise by squatting / kneeling	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching – Extending arms out in any direction		<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Twisting/trunk rotation – Rotating the body to one side or the other without moving the feet	Scanning and stacking books. Can be minimised by moving the feet	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fine manipulation/pinch grip – Fingers are on one side of the object and	Handling books, computer use	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never	Occasional 0 – 33%	Frequent 34 – 66%	Constant >66%
<i>thumb on the other, typically without the object touching the palm</i>					
Power/open hand grip – <i>Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended</i>	Larger books, holding trolley	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Writing/typing	Computer use	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb ladders		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climb or descend stairs	Accessing first or ground floor	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low level work – <i>Performing manual handling actions at or near ground level</i>	Shelving	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual Handling					
Lift/Carry/Hold – <i>Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders</i>	Lifting, holding books Lifting, carrying crates in returns area	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling – <i>Applying force to move something away or closer to one's self, including static positions</i>	Pushing, pulling books out of shelves Pushing, pulling glass doors Pushing, pulling loaded trolley	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kilograms of force (kg.f) – <i>Amount of force or effort required to perform a specific task or part of a task</i>	Large loaded trolleys 5-6kgf over distances of 10-20 metres	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weight requirements – lift, carry, push, pull or hold					
1-5kg	Lifting, holding books Pushing, pulling books out of shelves Pushing, pulling glass doors	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
5.1 – 10kg	Pushing, pulling loaded trolley	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10.1 – 15kg	Lifting, carrying crates in returns area	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
15.1 – 20kg		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift floor to hip	Crates in returns area Books from lower shelves	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift waist to shoulder	Books from trolley to upper shelves or intra library crates	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lift overhead		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pushing/pulling	Loaded large trolleys 5-6kgf over distances of 10–20 metres Glass meeting room doors	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Band descriptors (as defined in Council's Enterprise Agreement)

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- Supervising resources, other employees, or groups of employees providing advice to or in regulation of clients and giving support to more senior employees.
- Where responsible for resource supervision, the freedom to act is governed by clear objectives and and/or budgets, frequent prior consultation with the Library Operations Coordinator and a regular reporting mechanism to ensure adherence to plans and objectives.
- Where responsible to provide specialist advice to clients or to regulate clients, the freedom to act is subject to close supervision or to clear guidelines.
- The effect of decisions and actions taken on individual clients may be significant, but the decisions and actions are always subject to appeal or review by the Library Operations Coordinator.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

- Objectives of the work are usually well defined and may involve using policies, procedures and guidelines, the application of professional or technical knowledge, or knowledge acquired through relevant experience to solve problems in consultation with the Library Operations Coordinator.
- Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.

Independently:

- Provides assistance, services and programs to all library users within established Library policy, guidelines and procedures.
- Exercises initiative, discretion, judgement and effective problem solving in day-to-day branch operational issues.
- Seeks positive outcomes within guidelines for difficult situations and emergencies.
- Resolves complex service issues using professional knowledge, experience, and the skilled application of allocated Library Services resources.

With Input from the Library Operations Coordinator:

- Patron's needs are met within clearly defined Library Services objectives and procedures.
- Library branch is well presented and maintained within clearly defined Library Services objectives and procedures.
- Preparation of routine Library services and programs with clearly defined Library Services objectives and procedures.

Recommends to the Library Operations Coordinator:

- Changes to procedures, work practice and programs to increase service efficiency, improve patron experience and team effectiveness.
- Staff training needs.

Guidance:

- Guidance and advice are usually available from the Library Operations Coordinator and Leadership team

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- An understanding of the relevant technology, procedures and processes used within Library Services to supervise staff.
- Interpreting workplace regulations relevant to Library Service operations and understanding their underlying principles.
- An understanding of the goals and objectives of the Library Service including its mission and vision, policies, regulations and precedents.

- A good understanding of how Library Services are placed within the Creative and Engaged City and the Community Strengthening Directorate.

Management & Interpersonal skills

The essential position requirements include:

- Effective time management including setting priorities, planning and organising tasks to achieve specific and set objectives with available resources within a set timeframe.
- Ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employees training and development.
- Requires the ability to gain cooperation and assistance from members of the public, Library Outreach and program participants and other team members in the administration of well-defined activities and the supervision of other employees in the delivery of Library services.
- Requires skills to write reports in their field of expertise and/or to prepare external correspondence.

	Name	Signature	Date
Occupant			

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others

- Accepts personal responsibility for outcomes within their control
- Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience
- Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement
- Models Greater Dandenong's ethical and organisational standards
- Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered

- Actively participates in discussions and activities aimed at improving safety, health and wellbeing
- Takes responsibility for the personal safety, health and wellbeing of self and immediate others
- Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful

We respect and care about our community, each other and ourselves.

We act with integrity at all times and in all matters.

We take time to listen to and seek to understand the other point of view.

We strive to understand and respect the diversity of our community and our workplace.

We understand our role in the community and respect the responsibility that comes with

Creative

We care about getting the best outcomes.

We constantly ask: What's the future and what's possible?

We have the courage to try new ideas.

We strive for excellence in everything we do.

Engaged

We listen to our community and respond.

We work together with our community and each other, to achieve the best outcome.

We have the confidence to challenge the status quo, to reach for better outcomes.

We are action-oriented in identifying and responding to new challenges.

Honest

We tell the truth, even when we know people may not want to hear it.

We form our opinions and give advice from sound, evidence based research.

We act with humility and apply the highest standards of ethical behaviour to everything we do.

Accountable

We are proud of our city, our community and our achievements.

We spend our time and effort on solutions rather than looking for someone to blame.

We take responsibility for our actions.

