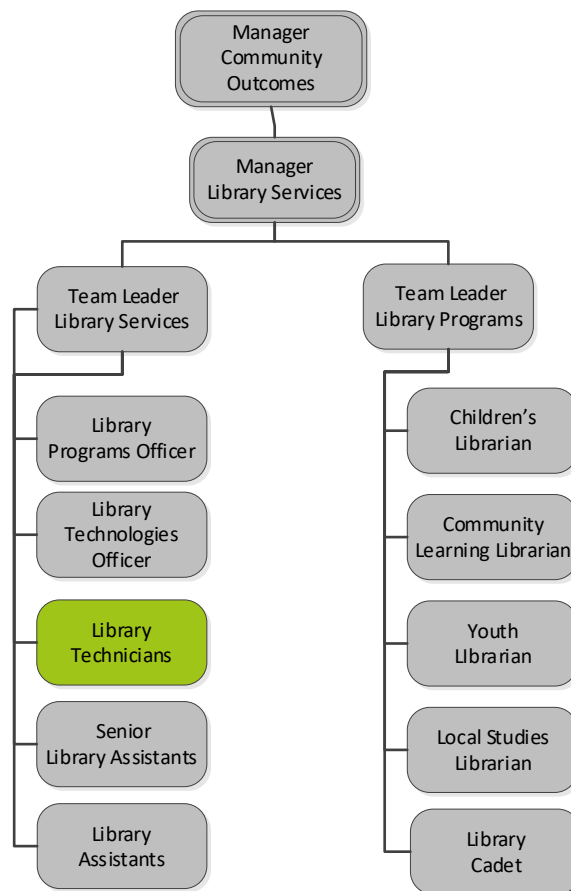


POSITION DESCRIPTION

Position Title	Library Technician
Position Number	26170
Division/Directorate	Sport, Community & Activation
Branch	Community Outcomes
Grade	8
Band and Level	Band 2 / Level 2
Special Requirements	Special requirements may include: • Employment screening including but not limited to, qualification check, criminal record check, and working with children check • Attending a pre-employment medical • Ability to work nights and weekends
Reports to	Team Leader Library Services
Physical and Environmental Demands	There is a requirement for physical, sensory, psychosocial demands. Refer to the TIA for further information
Authorities	As detailed within the Delegations Register as delegated by the General Manager
Key Direction/s	Welcoming – Embracing our vibrant and diverse community Liveable – Strong and integrated connections between our people and services.
Position Purpose	
To deliver a high quality library service in a dynamic and fast growing community	
Key Result Areas	
Customer Service – Create a customer centric service environment and reward service excellence. Planning & Prioritise – Plan to achieve priority outcomes and respond flexibly to changing circumstances. Deliver Results – Achieve results through efficient use of resources and a commitment to quality outcomes. Display Resilience & Courage – Be open and honest, prepared to express your views, and willing to accept and commit to change. Manage Self – Show drive and motivation, a measured approach, and a commitment to learning. Value Diversity – Show respect for diverse backgrounds, experiences, and perspectives.	

Reporting Structure



Key Duties & Responsibilities

Library and Customer Services

- Delivery of high quality customer service through the practice and adherence to customer service standards
- Operates the circulation functions including circulation of materials, library fees reconciliation, notice processing and shelving
- Assists clients with face-to-face, email and telephone enquiries covering all facets of Lending and Information Services including reader's advisory, reference and circulation enquiries.
- Provision of timely and accurate information to both internal and external clients
- Assist clients in use of Internet and online resources as required
- Assist in selection of library materials for outreach services, displays and programs
- Assist as required to coordinate circulation desk services including volunteer support
- Assist in the preparation of mail for delivery and in the daily sorting of mail
- Provides support to professional staff as required
- Review processes and make recommendations
- Active team participation to achieve Section and Branch goals and objectives
- Complete a monthly report and provide statistics
- Provision of timely and accurate information to the Library Team
- Acts with probity and equity in all dealings
- Other relevant duties which may be required by the Team Leader or Manager from time to time

Library Technologies

- Provide basic troubleshooting of library technologies
- Facilitate library notices, circulation and operational report generation from the library management system
- Deliver basic training to library staff on library management systems as required

Collection Management

- To provide technical skills including accessioning, basic cataloguing of materials and downloading records through Libraries Australia
- Maintain Inter-Library loans and provide basic training to staff

Community Learning & Engagement

- Assist in developing and maintaining library customer service procedures
- Select and deliver Home Library Service
- Assist in the coordination and delivery of regular library programs or provide support to programs conducted in the library or through outreach services on a rostered basis such as storytime, web training, technology help and visiting authors
- Promote and market the Library Services and resources through the community and online social networking

Customer Service

- Demonstrate a strong customer focus which is accurate, responsive, timely and courteous

Corporate Core Values

- Continuously display Councils Corporate Core Values of Leadership, Innovation, Partnership, Commitment, Safety and Customer Focus.

WHS Responsibility

- Implement, monitor and, or comply with Councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work instructions and associated systems tools in their relevant work area

Risk Management Responsibilities

- To act at all times in a manner which does not place at risk the health and safety of anyone in the workplace.
- Responsible and accountable for taking practical steps to minimise Council's exposure to risks in so far as is reasonably practicable
- Must be aware of operational and business risks.
Particularly:
 - understand and adhere to the principles of Risk Management within their job role;
 - assist Managers and Team Leaders in identifying risks and risk treatments in their job role;
 - provide input into various risk management activities;
 - report all emerging risks, issues and incidents to their manager or appropriate officer; and follow Council policies and procedures.

Records and Information Management Responsibilities

All staff must keep full and accurate records in accordance with Section 12(1) of the State Records Act 1998 and maintain legislative compliance.

Records in any format created or received must be captured into Council's business systems approved for record keeping in a timely manner ensuring compliance with Council's Policies, standards, procedures, and business rules.

Essential and Desirable Criteria	
Essential • Diploma in Library and Information Services or equivalent, and/or proven work experience • Current high level digital literacy skills, with the confidence to support customers with diverse technology including online and virtual collections and services, across multiple devices, platforms, apps and software • Demonstrated library experience • Demonstrated communication and organisational skills • Ability to work as part of a team environment • Ability to adapt to a changing environment including new technologies • Current Drivers Licence and Working with Children Check • Demonstrated ability to apply EEO and WHS principles • Ability to work flexible hours and locations, including nights and weekends as per roster	
Desirable • Knowledge of library practices and current trends in libraries • Knowledge and experience in Libraries Australia and TROVE	
Prepared By	Manager Library Services
Date Prepared	May 2026
I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position. I understand that this position description may change with organisational requirements and the tasks and responsibilities outlined in the position description may vary from time to time.	
Employee Name:	
Employee Signature:	
Date:	