

POSITION DESCRIPTION

SENIOR LIBRARY OFFICER

POSITION DETAILS

Date of Position Description	February 2022
Position Title	Senior Library Officer
Position Grade	Gr 7
Directorate Business Unit	Community Service Libraries
Reports to	Library Team Leader/Branch librarian
Physical Requirements Category	Category 2 - Field Role with considerable Physical Requirements

POSITION OVERVIEW

The Senior Library Officer will deliver exceptional customer experiences to achieve Council's strategic objectives and vision for the City of Parramatta as Sydney's Central City. The Library Officer contributes to positive customer experience by actively providing service delivery by working as a team member and communicating effectively with customers.

Council's library services are delivered across a network of 7 Libraries including Phive, the community, cultural and civic heart of Parramatta Square.

Libraries are open across a wide spread of hours including 7-days a week at some sites. This customer experience is available to everyone who lives, works, studies, visits and plays in our City. Parramatta Square. Phive operates 7-days a week and offers this customer experience to everyone who lives, works, studies, visits and plays in our City.

The Library Officer will work as part of a team and is responsible for delivering high quality day to day customer experience services, plans and programs, and use every customer interaction as an opportunity to build positive connections with the City of Parramatta.

KEY RESPONSIBILITIES

Role specific

- Provide a proactive roving or floor walking approach to providing customer service and taking personal responsibility to ensure that all customers receive a positive customer experience by providing consistent service based on a high level of knowledge of the Library's services, collections and programs, including acting as OIC as required
- Proactively deliver core customer service competencies for Council as part of the Customer Experience Team, to provide memorable and exceptional experiences for customers – refer to Phive Customer Service Competencies Framework.
- Ensure that each customer receives a positive customer experience in line with the Customer Service Charter and the Library's Customer Care Standards.
- Be responsible for providing day-to-day services to enhance community access to and enjoyment of the Library.
- Co-ordination of small projects
- Support the Branch Librarian/Team Leader by contribution to the smooth running of day-to-day operational requirements including but not limited to rostering, asset management, collections and programming
- Support and train staff in the effective operation of Library operations including digital resources and software to promote awareness and efficiency.
- Deliver high quality, customer focused services and programs to customers in a self-serve environment within the framework of the Library's customer service model to maximise the customer's experience.
- Provide specialised general and in-depth and reference, research, and referral services to assist customers

in locating and obtaining information.

- Support customers in the efficient use of the Library's ICT services and facilities, including the Library range of mobile device apps to enhance the technology, information and literacy skills of our customers.
- Deliver early literacy programs to children and digital literacy programs to adults, including assisting customers and staff in the use of new technologies, one-to-one and in small groups.
- Seek opportunities to actively engage with customers to promote the Library's services, collections and programs that may be of interest to them.
- Perform a range of general library duties, including, but not limited to, shelving, tidying, retrieving reservations and maintenance of library collections, including providing support services for collection management including de-selection and deletions.
- Ensure customer service areas are neat and tidy and provide a welcoming environment for library customers.
- Contribute to development, production, and maintenance of relevant procedure manuals.
- Other relevant Library duties.

Generic

- Ensure that all practices are up to date with current and pertinent legislation, statutory regulations and better practice to ensure a subject-matter-expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovation in practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the client base in line with the organisation's values.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Report injuries, accidents, incidents, near misses and unsafe work practices within required time frames, and that corrective actions are taken to prevent reoccurrence.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

Knowledge

- You will have experience of service delivery and improvement, with excellent communication skills and the ability to actively listen to and understand client needs. You will be organised and self-motivated, a team player with a cooperative attitude and a mindset of inclusivity and support for colleagues.

Qualifications

- Completion of an Australian Library and Information Association (ALIA) accredited Course or (eligible membership of ALIA) and relevant experience.)
- Working with Children Check.
- Criminal History Check

Skills

- Demonstrated customer service skills, with exceptional ability to deliver memorable experiences.
- Well-developed ability to communicate and, build relationships and influence others with an engaging approach and technique.
- Demonstrated verbal communication, literacy and numeracy skills
- Proven ability to think and act quickly and in a professional manner to resolve any issues that customers might have.
- Ability to perform well under pressure during busy periods.
- Well-developed planning, organisation and time management skills, including the ability to meet tight deadlines and balance competing priorities.
- Well-developed conflict resolution skills, with a focus on de-escalation and win-win outcomes.
- Well-developed PC literacy, including skills with mobile technologies and basic technology trouble shooting skills.
- Proven ability to work co-operatively as part of a team in a customer service environment.

Experience

- Operational library and/or customer service experience, with a proven track record of achieving objectives.

- Experience in delivering small projects and meeting specified deadlines.
- Experience in or the ability to quickly acquire, providing a range of library or targeted customer programs that meet community needs (readers' advice, collections or programs).