

Library Officer

Position Description

Directorate	Community and Environmental Services	Department	Cultural Services
Reports To	Library Branch Leader	Direct Reports	No
Queensland Local Government Industry Award - State 2017 - Stream	Stream A - Division 2, Section 1 - Administrative, clerical, technical, professional, community service, supervisory and managerial services	City of Moreton Bay Certified Agreement 2025 EBA6 Wage Level	Schedule 1, Level 3

Position Purpose

Support the daily operations of a branch library, delivering quality service outcomes to library customers.

Key Responsibilities and Outcomes

As a Library Officer and member of the Cultural Services Department you will:

- Assist with overseeing routine branch operations to ensure customers' needs are met through positive service experiences, resolving customer and procedural issues.
- Provide customers with positive service experiences through a sound knowledge of library collections, resources and procedures
- Oversee library team members and roster and prioritise routine work tasks.
- Assist in the development of the skills, knowledge and capacity of team members in the provision of routine library services.
- Develop, promote and deliver library programs and provide customers with welldeveloped reference services and reader advisory assistance.
- Support the development and review of library processes, procedures and branch programs and assist with branch collection management.

Our Values

Our values shape the way we behave, how we interact with each other and our customers. They underpin our decision making and are our guiding principles for how we work every day. As a Team Member you will take individual accountability for demonstrating the values expectations and behaviours.

Our values:
guiding how we
work and shaping
our future.



Decision Making	
Budget	N/A
Delegations	Delegations under the Local Government Act 2009 and as directed and published in Council's Delegation Register

Knowledge & Experience
- Well-developed interpersonal and time management skills, with a focus on the provision of quality customer service. - Demonstrated relevant experience in a similar role or a role requiring a similar skill set. - Demonstrated relevant experience within a customer focused environment - Demonstrated ability to navigate and use databases, internet and online resources, social media and digital technologies such as tablets and eReader devices.

Qualifications
Current Confirmed Suitability for Child Related Employment from the Blue Card Services, Public Safety Business Agency (Working with Children Check) or ability to confirm suitability within two months of engagement.

Note: This position description reflects a summary of the key accountabilities of the position, it is not intended to be an all-inclusive list of duties, steps and tasks. Leaders may direct team members to perform other duties at their discretion.