



LIBRARY OFFICER

POSITION DESCRIPTION

REPORTS TO	Council Operations Manager	CLASSIFICATION & HOURS	Level 3, Part Time 3 hours per day Monday to Friday
DIVISION	Council Operations	LOCATION	Community Based

JOB PURPOSE

To provide high-quality library, information, and community access services to community members. The Library Officer is responsible for supporting library operations, delivering community programs, assisting customers with access to digital and government services, and maintaining compliance with reporting and funding requirements.

KEY DUTIES AND RESPONSIBILITIES

1. Provide high-quality library services by opening and closing the facility, delivering circulation services, managing loans and returns, processing enquiries and inter-library loan requests, and maintaining service standards for all library users.
1. Assist community members with information and resource access by providing reference and research assistance, conducting database searches, responding to customer enquiries, and helping to resolve service-related issues.
2. Plan and deliver community programs and activities that promote library services and support engagement, literacy, learning and participation for children, young people and the broader community.
3. Deliver Services Australia (Centrelink) Access Point services in accordance with program requirements, acting as the local contact point and assisting community members to access self-service and online government services while maintaining privacy and confidentiality.
4. Maintain library and Services Australia resources and assets by ensuring equipment is secure, operational and well maintained, monitoring stock levels, ordering forms and promotional materials, and maintaining accurate asset and inventory records.
5. Support reporting, compliance and funding obligations by collecting and recording usage statistics, preparing operational reports, maintaining records, and assisting Council to meet contractual, funding and acquittal requirements.
6. Contribute to the effective operation of Community Services by supporting Council initiatives, maintaining positive customer service standards, and undertaking other reasonable duties within the scope of the position as directed.
7. Any other duties as directed by the Council Operations Manager and /or the Regional Council Operations Manager.

EDUCATION REQUIREMENTS

- Related Administrative/Librarian Technician qualifications (desirable)

Additional Experience & Knowledge Requirement

- Experience in a library, customer service, community services or similar public-facing environment.
- Strong customer service, communication and cross-cultural engagement skills.

- Ability to assist customers with information, digital resources and online services.
- Proficiency in computer applications, including Microsoft Office and database systems.
- Well-developed organisational skills, with the ability to maintain accurate records and prepare reports.
- Ability to work effectively both independently and as part of a team.
- Knowledge of library operations and community service delivery principles.
- Ability to maintain confidentiality and exercise discretion when handling sensitive information.
- Commitment to safe work practices and workplace health and safety requirements.

OTHER REQUIREMENTS

1. *Criminal History Check (recent within 3 months)*
2. *A current Working with Children's Card.*
3. *A current Drivers Licence.*

ACKNOWLEDGEMENT

DIRECTOR:  _____

DATE APPROVED: 13/08/2026

CHIEF EXECUTIVE OFFICER: Jennifer Marston

DATE APPROVED: 13/08/2026