

POSITION DESCRIPTION		
	Position Title:	Information & Support Services Officer
	Position Number:	P00790
	Directorate & Branch:	Community and Economy Services
	Service:	Library & Information
	Location:	Library Headquarters, Springwood
	Date Created/Updated	August 2026
	Position Classification:	Band 6

POSITION PURPOSE / OBJECTIVE

- To undertake operational administration of various library information and support services and systems, including the Library Management System, the online staff procedure manual, and the Library's website.
 - To undertake cataloguing of Library materials.
 - To gather, check and collate Library statistics for reporting.
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RELATIONSHIPS

Reports to:	Coordinator Information & Support
Reports to Position Number	P00247
Staff Responsibility:	Nil
Key Internal Relationships:	Library Coordinators, Information & Support Services Librarian, Information & Support Services Assistant, Local Studies Librarian, Library Administration Officer, Library Staff, Business & Information Systems Staff.
Key External Relationships:	Library members; Community organisations; Suppliers and vendors;

KEY RESPONSIBILITIES

- Undertake the day-to-day operation and administration of the Library Management System and integrated technologies.
- Manage and develop the library website and online catalogue in consultation with the Program Leader and Library Coordinators.
- Catalogue library materials to agreed library standards.

- Manage the production of library reporting statistics, and other specialised reports as required, for Library and Council management and staff.
 - Coordinate and maintain the online Library Procedure Manual and Intranet (SharePoint).
 - Maintain communications with Council's Business & Information Systems staff to achieve optimum use of Council and Library technology.
 - Maintain an awareness of current developments and trends in relation to cataloguing practice and library systems technology.
 - Provide training to new staff and ongoing training to current staff in the use of the Library's systems and procedures, in conjunction with the Information and Support Services Librarian.
 - Undertake circulation shifts, including technology help, as required.
 - Contribute to an effective social media presence for the Blue Mountains Library.
 - Contribute to Council's sustainability goals
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Guiding Principles

- We act as one organisation responding to the changing needs of our community while protecting and enhancing our World Heritage environment.
- We are strategy led, driven by our Community Strategic Plan with clear priorities and focus.
- We are service focused we continuously improve service provision and provide excellent customer service.
- We collaborate and work together to achieve our outcomes.
- We ensure safety and well-being is at the centre of our organisation, operations and culture for our employees, our community and our environment.
- We are a socially, environmentally and financially sustainable organisation, living within our means, ensuring best value resource allocation.

These Guidelines complement the Council's adopted Values of: Work Together; Work Safe Home safe; Service Excellence; Value for Money; Trust and Respect; and, Supporting Community

Workplace Health & Safety

Ensure compliance with WHS obligations and responsibilities as outlined in Councils policies and procedures and under the relevant WHS legislation. These include but are not limited to identifying potentially unsafe situations or work practices and notifying your Supervisor or Manager (or the Health, Safety Manager/Area Safety Representative); never performing a task that you believe is dangerous or for which you do not have the experience, or have not received appropriate instructions and training or where the correct equipment to carry out the task safely is not available; always work in a safe manner and in accordance with safety instructions, where applicable; use the work equipment supplied for the job, in accordance with the manufacturer's instructions), and any personal protective equipment, which the Council deems necessary and has provided; be safety aware and report any actions to your line manager which will assist the Council to meet its legal workplace health and safety obligations.

You have the right to cease or direct cessation of unsafe work. In addition, you are required at all times to comply with Councils Asbestos Management Plan and Policy.

COMMUNICATION

The position holder will be required to communicate with members of the community of all ages and backgrounds, Council staff at varying levels, as well as suppliers and vendors, and deliver training - one to one and in groups.

JUDGEMENT & PROBLEM SOLVING

- The position holder will recognise problems / issues as they arise and resolve them in the most appropriate manner.
 - They will make recommendations and provide solutions / options to problems based on research, consultation, analysis and in line with existing policies and procedures.
 - They will identify ways of making information and support services operate more efficiently.
 - They will deal with complaints from customers and identify and respond to customer needs, referring to supervisor when necessary.
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AUTHORITY

- The position holder will be required to make decisions as they arise and resolve them in the most appropriate manner. They will do so within existing policies and procedures.
 - The position holder operates independently on occasion within set parameters, and in accordance with Council's Code of Conduct. If need be, refer matters to Information & Support Services Coordinator.
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SKILL, EXPERIENCE, QUALIFICATIONS & BEHAVIOURAL COMPETENCIES

ESSENTIAL

1. Diploma in Library and Information Services or equivalent. Eligible for Library Technician membership of the Australian Library and Information Association (ALIA).
2. Demonstrated knowledge of and experience with information management systems and computer applications, including technology troubleshooting, and generating system reports.
3. Demonstrated knowledge and experience in metadata creation.
4. Demonstrated ability to work collaboratively as part of a team or independently, with initiative, flexibility, and enthusiasm.
5. Demonstrated ability to deal effectively and courteously with members of the public with a proven commitment to customer service.
6. Excellent written and verbal communication skills and interpersonal skills, including experience in providing training and effective consultation with stakeholders.
7. Proven ability to identify priorities, meet deadlines, and work quickly and accurately under pressure, with proven ability to analyse and resolve problems.
8. An understanding of Continuous Improvement principles and the ability to be flexible and responsive to change.

REQUIRED QUALIFICATIONS:

Diploma in Library and Information Services or equivalent. Eligible for Library Technician membership of the Australian Library and Information Association (ALIA).

DESIRABLE

1. Public Library experience.
2. Experience in website content management.
3. Experience in delivering training.

4. Experience in cataloguing library materials.
5. Knowledge of the Blue Mountains community, the functions of local government and the role of the public library.

The position holder may be required to work at any Branch of the Blue Mountains Library Service.

BMCC POSITIONAL PHYSICAL DEMANDS ANALYSIS

*NOTE: to be completed with the Recruitment Requisition form by the requesting Manager/ Supervisor.
Please contact the WH&S Officer if assistance is required in completing this form.*

Position:	Information & Support Services Officer		
Responsible Manager/ Supervisor:	Information & Support Services Coordinator		
Signature:		Date:	

Complete the physical requirements and working condition sections of the table below based on an employees average daily exposure to the tasks listed. Ratings as follows:	Exposure Level	Rating
	No Exposure	0
	Low Exposure (0 – 2hrs daily)	1
	Medium Exposure (2 – 4hrs daily)	2
	High Exposure (4 – 8hrs daily)	3

PHYSICAL REQUIREMENTS							
Heavy Manual Tasks	0	Pushing loads > 5kgs	0	Frequent bending/ stooping	1	Sitting for extended periods	3
Light Manual Tasks	1	Pulling loads >5kgs	0	Repetitive Lifting	1	Standing for extended periods	1
Trunk Twisting	0	Extend arms for reaching	1	Elevating arms above shoulder height	1	Kneeling for extended periods	0
Climbing to access/ exit excavations	0	Throwing	0	Walking on uneven ground	0	Walking for extended periods	0
Balancing	1	Crawling	0	Hearing above background noise	0	Depth Perception	1
Colour Vision	0	Fine Manipulation	1	Shoveling/Digging	0		
WORKING CONDITIONS							
PHYSICAL							
Inside Work	3	Outside Work	0	High Temperatures > 38deg	0	Low Temperatures < 3 deg	0
Operating Machinery	0	Working Near Machinery	0	Working at Heights	0	Noisy Work Areas	0
Vibration	0	Confined Spaces	0	Prolonged Driving (periods > 2hours)	0	Working Alone	0
Overhead Work	0	Use of computer for screen-based activities.	3	Prolonged Sitting (periods > 1hour)	3	Prolonged Standing (periods > 1 hour)	1
CHEMICALS				BIOLOGICAL			
Dusts	0	Liquids	0	Pesticide Spraying	0	Herbicide Spraying	0
Working with Solvents	0	Mists / Fumes	0	Possible exposure to Hepatitis A, B, C	1	Possible exposure to Tetanus	1
Gases/ Vapours	0	Odours	0	BIOMECHANICAL			
				Repetitiveness	2	Fatigue	1
ASBESTOS							
Asbestos Awareness	✓	None of the below					
Class B Asbestos Removal		Asbestos Removal and Supervision		Asbestos Assessor			
USE OF PERSONAL PROTECTIVE EQUIPMENT							
Safety Boots/ Shoes	0	Dust Mask/ Respirator	0	Protective Eyewear	0	Ear plugs/Muffs	0
Provide a brief description of the job requirements:							
Mostly computer-based Library work.							