

Position Description

CORPORATE INFORMATION

Position title	Officer Libraries (Local History)		
Directorate	Community Sustainability	Branch/Section/Unit	Community and Commercial Services/Libraries
Position number	1033	Level	3
Award	Queensland Local Government Industry (Stream A) Award – State 2017 Division 2, Section 1		
Line Manager	Collections and Digital Services Librarian		
Direct reports	Volunteers		
Indirect Reports	Nil		

SCOPE OF POSITION

Position Summary

This position is responsible for delivering and promoting high-quality local history services through innovative physical and digital service delivery. The role supports community engagement with the region's heritage by:

- developing and maintaining local history collections
- improving access to digital and physical resources
- designing and delivering training and information programs
- providing research services and delivering responsive customer service

Key Responsibilities of the Role

- Develop, maintain and promote a relevant, comprehensive and community focused local history collection that reflects the historic and contemporary significance to the Gympie region in accordance with collection management standards.
- Work collaboratively with library staff, stakeholders, volunteers and community members to deliver specialist local history and heritage projects, including the development, management and promotion of digital collections.
- Support community access to local history resources by assisting customers to use relevant technologies, data bases and digital platforms.

- Promote and deliver a range of library programs to fulfil the community's needs including children's activities, technology sessions and community workshops.
- Ensure that the community receives a positive customer service experience at our libraries, undertaking customer service duties as rostered, providing readers' advice, technology help, promotional activities and assisting customers to use the library.
- Participate in reviews of branch library processes and procedures to ensure a continuous improvement focus on customer service.

Mandatory Licence/Competency (Ticket) Requirements

- Queensland 'C' Class driver's licence or above that is current and maintained.
- Working with children check – Blue Card or ability to obtain a Blue Card.

Essential Knowledge/Skills/Qualifications Criteria

- Tertiary qualifications in Library and Information Studies, archival studies, museum studies, education, or a related discipline or equivalent experience in Local History, heritage, archives or community research services
- Experience in collection development and the ability to determine the historic and contemporary and community significance of physical and digital resources.
- Sound digital literacy and confidence using library systems, online databases, digitisation tools and customer-facing technologies to support access to local history collections.
- Well developed verbal and written communication skills including the ability to:
 - provide clear and accurate research assistance
 - locate, interpret, assess and document information from historic records, online databases and digital platforms
 - respond to customer enquiries and prepare local history information for diverse audiences
- Demonstrated presentation and facilitation skills with the ability to develop and deliver library programs, including children's literacy activities, digital literacy training and conduct training sessions and workshops for community and school groups.
- Ability to demonstrate resilience and professionalism in busy public-facing environments, supported by strong interpersonal and teamwork skills and the ability to guide and support volunteers.

Desirable Knowledge/Skills/Qualifications Criteria

- Training and Assessment qualifications.
- Knowledge of library management systems.
- Demonstrated ability cataloguing, processing and managing a digital collection using contemporary technologies, metadata practices and collection management systems.

Physical Requirements of the Position

Note: Applicants with disabilities will be considered on a case by case basis.

- an ability to perform tasks for extended periods whilst in a sitting position and occasionally pushing, pulling or handling objects exerting a force up to 5kg
- an ability to walk up and down stairs whilst occasionally carrying weights up to 15kg
- an ability to clearly hear directions and instructions being provided at normal speech levels.

Special Requirements

- Occasional out of hours work (including weekends).
- Library staff may be required to work at any of the library branches.

ORGANISATIONAL INFORMATION

Safety

Behaviours

Maintain a positive attitude towards acquiring an understanding of work health and safety (WHS) legislation, including Council WHS policies and procedures.

Fostering and maintaining a positive attitude towards WHS within the individual work teams.

Responsibility

Applying Council policies and procedures in every day work activities to assist Council in ensuring a safe work environment.

To meet the standards imposed by any relevant safety legislation as required by Queensland's *Work Health and Safety Act 2011*.

Related documents

- WHS Policy statement WHSPOL004.
- Work Health and Safety Responsibility and Accountability Statement WHSPOL008.
- The WHS KPIs are located in the Work Health and Safety Management Plan WHSPOL010 and should be referenced as applicable with this position.

Code of Conduct

As per the Staff Code of Conduct (OCPOL001), employees must conduct all business with integrity, honesty and fairness and comply with all relevant laws, regulations, codes, policies and procedures.

Records Management

Council employees are required to ensure adequate records of actions taken and decisions made whilst undertaking their duties are created and maintained, in accordance with Council's Recordkeeping Policy.

Position Description



Council's Vision

Gympie Regional Council has a vision for embracing opportunities, promoting wellbeing and celebrating strong communities.

Council's Values

Accountability – We are open, transparent and take responsibility for our actions.

Communication – We consult with the community, actively listen to and respond to the input of residents, and keep people informed.

Customer Service Focused – We meet the needs of our community in an efficient and effective manner. We strive to continually improve, show empathy and are environmentally aware in our service delivery.

Integrity – We act with honesty and respect in all we do and respect all residents, colleagues and visitors.

Teamwork and Collaboration – We recognise and support everyone's contributions. We are inclusive and contribute respectfully working as a team. We will care for ourselves and others.

POSITION APPROVAL AND ACCEPTANCE

Approved by

Name		Position	
Signature		Date	

Accepted by

Name			
Signature		Date	

The scope and requirements of this position as well as the organisational structure is subject to change by Council as required by business needs.