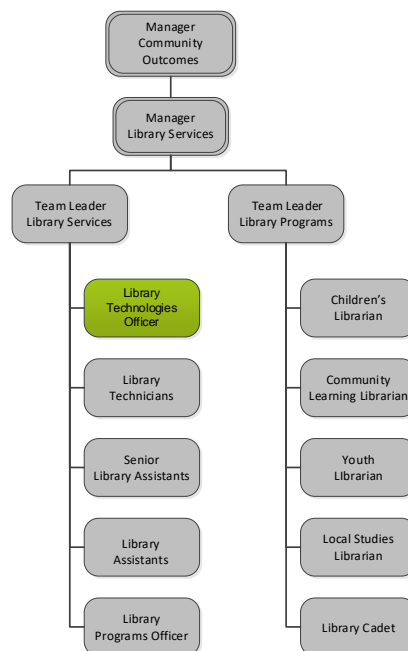


POSITION DESCRIPTION

Position Title	Library Technologies Officer
Position Number	26170
Division/Directorate	Sport, Community & Activation
Branch	Community Outcomes
Grade	10
Band and Level	Band 2 / Level 2
Special Requirements	Ability to work flexible hours and locations, including nights and weekends as per roster
Reports to	Team Leader Library Services
Physical and Environmental Demands	Manual Handling
Authorities	As detailed within the Delegation Register as delegated by the General Manager
Key Direction/s	Welcoming - Embracing our vibrant and diverse community

Reporting Structure



Position Purpose

To deliver a high-quality library service in a dynamic and fast growing community by:

- Enhancing library customer experience by identifying and developing innovative and reliable systems and technology across the library service; and
- Providing an effective and responsive information technology support service for libraries through maintenance and improvement of library information technology infrastructure, systems, creative technologies, and public access equipment.

Key Result Areas

- Inspire Direction – Communicate Goals Priorities and Vision and recognise achievements.
- Lead Change – Support, promote and champion change, as well as assist others to engage with change.
- Customer Service – Create a customer centric service environment and reward service excellence.
- Planning & Prioritise – Plan to achieve priority outcomes and respond flexibly to changing circumstances.
- Deliver Results – Achieve results through efficient use of resources and a commitment to quality outcomes.
- Display Resilience & Courage – Be open and honest, prepared to express your views, and willing to accept and commit to change.
- Manage Self – Show drive and motivation, a measured approach, and a commitment to learning.
- Value Diversity – Show respect for diverse backgrounds, experiences, and perspectives.

Key Duties & Responsibilities

Library and Customer Services

- Delivery of high quality customer service through the practice and adherence to customer service standards.
- Provide circulation and information services including circulation of materials, library fees collection and reconciliation, notice processing and shelving.
- Assists clients with face-to-face, email and telephone enquiries covering all facets of Lending and Information Services including reader's advisory, reference and circulation enquiries.
- Provision of timely and accurate information to both internal and external clients.
- Assist clients in use of Internet and online resources as required.
- Support the maintenance of the online library catalogue interface, website, and digital platforms.
- Assist in selection of library materials for outreach services, displays and programs.
- Assist as required to coordinate circulation desk services including volunteer support.
- Assist in the preparation of mail for delivery and in the daily sorting of mail.
- Provides support to professional staff as required.
- Review processes and make recommendations.
- Active team participation to achieve Section and Branch goals and objectives.
- Complete a monthly report and provide statistics.
- Provision of timely and accurate information to the Library Team.
- Acts with probity and equity in all dealings.
- Other relevant duties which may be required by the Team Leader or Manager from time to time.

Library Technologies

- Provide technical support to Camden Libraries including hardware and software for systems including library management system, PC booking and printing/photocopying management system, self-service, WiFi, eResources, library programs and venue bookings, staff and public access computers.
- Operate as the help desk liaison between IT Support Team and Libraries.
- Contribute to the development, monitoring and review of usage of technologies within libraries with a view to improving utilisation and access for all customers.
- Ensure library technology asset register is accurate and library devices are ready for use when requested.
- Provide administrative support to Library Management, including monthly reporting, researching technology solutions and purchasing of equipment.
- Facilitate library notice and operational report generation from the library management system.
- Deliver one on one and group training to library staff on library management systems as required.

Collection Management

- Assist Collection Managers in developing reports for ongoing collection maintenance.
- Ensure Camden Libraries' creative technologies collections are maintained, including alternative lending collections.

Community Learning & Engagement

- Assist in the coordination and delivery of Library programs including storytime, web training and visiting authors.
- Promote and market the Library Services and resources through the community and online social networking.
- Assist in the development of staff and customer training material relating to library technologies.

Customer Service

- Demonstrate a strong customer focus which is accurate, responsive, timely and courteous.

Corporate Core Values

- Continuously display Councils Corporate Core Values of Leadership, Innovation, Partnership, Commitment, Safety and Customer Focus.

WHS Responsibility

- Implement, monitor and, or comply with Councils WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work instructions and associated systems tools in their relevant work area.

Risk Management Responsibilities

- To act at all times in a manner which does not place at risk the health and safety of anyone in the workplace.
- Responsible and accountable for taking practical steps to minimise Council's exposure to risks in so far as is reasonably practicable.
- Must be aware of operational and business risks.

Particularly:

- understand and adhere to the principles of Risk Management within their job role;
- assist Managers and Team Leaders in identifying risks and risk treatments in their job role;
- provide input into various risk management activities;
- report all emerging risks, issues and incidents to their manager or appropriate officer; and follow Council policies and procedures.

Records and Information Management Responsibilities

All staff must keep full and accurate records in accordance with Section 12(1) of the State Records Act 1998 and maintain legislative compliance.

Records in any format created or received must be captured into Council's business systems approved for record keeping in a timely manner ensuring compliance with Council's Policies, standards, procedures, and business rules.

Essential and Desirable Criteria

Essential

- Diploma in Library and Information Services or equivalent.
- Demonstrated experience working in public libraries.
- Proven high level digital literacy skills, with the confidence to support customers with diverse technology including online and virtual collections and services, across multiple devices, platforms, apps and software.
- Demonstrated communication and organisational skills.
- Ability to work as part of a team environment.
- Ability to adapt to a changing environment including new technologies.
- Current Drivers Licence and Working with Children Check.
- Demonstrated ability to apply EEO and WHS principles.

Desirable

- Knowledge of library practices and current trends in libraries.
- Understanding of cataloguing records.

Prepared By

Manager Library Services

Date Prepared

January 2025

I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position.

I understand that this position description may change with organisational requirements and the tasks and responsibilities outlined in the position description may vary from time to time.

Employee Name:

Employee Signature:

Date: