

POSITION TITLE:	Library Officer – Casual	CLASSIFICATION:	Band 3
REPORTS TO:	Team Leader Library Services	DIRECTORATE	Community & Wellbeing
DEPARTMENT:	Creative Communities	TEAM:	Library & Information Services

OUR STRATEGIC CONTEXT



PURPOSE

Our organisation is accountable, sustainable, and delivering effective services to our community.

VISION

Our community is a safe, inclusive, and creative city that celebrates and embraces its vibrancy of cultures.

VALUES

Cooperation, Change and New Ideas, Learning, Achievement, Communication & Accountability.

COUNCIL PLAN

A thriving and unique place; an inclusive and healthy community; and a people-centred and future ready city.

HOW YOUR ROLE CONTRIBUTES

Stonnington Library and Information Service is committed to delivering exceptional library and information services to both residents and visitors of the City of Stonnington. Our libraries serve as vibrant community hubs, welcoming spaces where people come to connect, learn, explore, and create.

As a Library Officer, you will play a key role in supporting the day-to-day operations of our library branches. You will be part of a dynamic and customer-focused team, ensuring that every visitor receives a high-quality experience. Whether assisting with enquiries, facilitating access to resources, or helping deliver programs and services, you will contribute to making our libraries inclusive, engaging, and responsive to community needs.

RESPONSIBILITIES	KEY OUTCOMES
Service Delivery	<ul style="list-style-type: none"> Provide a consistently high level of customer service by creating a welcoming, inclusive, and engaging environment for all library users. Respond to enquiries with professionalism and empathy, ensuring a positive experience for every visitor. Perform a broad range of circulation and frontline duties, including assisting customers with self-service checkouts, managing returns and reservations, responding to basic reader advisory and technology-related enquiries, and handling cash and EFTPOS transactions in line with established procedures. Support the delivery of library services across all Stonnington library branches, demonstrating flexibility and reliability in working a variety of shifts, including weekdays, evenings, and weekends, as required to meet operational needs.
Library Engagement	<ul style="list-style-type: none"> Assist with a variety of operational activities that support the smooth running of library services, including shelving returned items, shelf reading to maintain collection order, tidying public spaces, and preparing the library for opening and closing. Contribute to the delivery and presentation of library programs and activities for both adults and children. This includes supporting story times, school holiday programs, author talks, new book launches, and community events, as well as helping to create engaging displays and promotional materials. Provide hands-on support during events and programs, ensuring spaces are well-prepared, resources are available, and participants feel welcomed and supported throughout their experience.

Capability Building

- Maintain up-to-date knowledge of library and Council-wide policies, particularly those relating to customer service, to ensure consistent and compliant service delivery.
- Participate in induction, training, and professional development programs as required, demonstrating a commitment to continuous learning and growth within the role.
- Stay informed about changes in library technologies, procedures, and programs, and apply this knowledge to improve service delivery and support continuous improvement.
- Contribute to a culture of learning by sharing knowledge with colleagues, embracing feedback, and actively seeking opportunities to enhance individual and team capability.

KEY WORKING RELATIONSHIPS



Direct reports: N/A

Internal: Library & Information Services Team

External: Library visitors

REQUIRED EXPERIENCE, SKILLS AND COMPETENCIES

Accountability and extent of authority

- Works under general supervision, following established procedures, guidelines, and policies to complete tasks and maintain compliance with organisational standards.
- Some roles may involve oversight or supervision of lower-level staff, volunteers, or contractors, but the level of authority for decision-making is typically restricted to the immediate scope of duties.
- Any significant decisions or those that deviate from established policies or procedures may require approval from a supervisor or manager
- Work is carried out within clearly defined guidelines and under general supervision, with limited autonomy constrained by established standards, procedures, the position description, and the scope of tasks assigned to the role as required
- May be required to provide reports or updates on work progress, but reporting structures are typically well-defined, with oversight provided by senior staff
- Decisions and actions taken at this level typically impact a specific work group or function, with effects generally confined to a localized area of responsibility

Judgement and decision making

- These positions require the application of personal judgment in carrying out specialised tasks, with work typically guided by well-understood and clearly documented procedures
- Ability to select and apply appropriate techniques, systems, equipment, methods, or processes from a defined range of options to achieve desired outcomes
- The work is clearly defined, with procedures that are well-understood and thoroughly documented. Tasks involve selecting from a limited range of established techniques, systems, equipment, methods, or processes within a set of recurring work situations

Specialised knowledge and skills

- These positions require proficiency in operating more complex equipment or a thorough understanding of plant operations, necessitating the exercise of judgment and the ability to adapt methods or processes as needed
- Indicative, but not exclusive, of the skills required of an employee in this band include: understanding and applying quality control techniques, performing trade and non-trade tasks related to the work, and providing trade guidance and assistance as part of a collaborative work team.
- Assist in the development and delivery of training programs for staff, ensuring they are equipped with the necessary skills and knowledge for effective service delivery

	<ul style="list-style-type: none"> Provision of personal care to service users who are physically unable to perform tasks independently or make decisions regarding the care they require, ensuring their needs are met with compassion and professionalism
Management Skills	<ul style="list-style-type: none"> Some positions in this band involve direct hands-on work at the 'work face,' while others focus on first-line supervision of employees performing tasks at the 'work face' Employees in this band are responsible for providing on-the-job training and guidance to those under their supervision. They must also possess a basic understanding of personnel practices to effectively manage and support their team These positions require fundamental skills in time management, planning, and organizing one's own work to achieve specific objectives efficiently, while adhering to available resources and working within a set timetable Employees in this band may assist colleagues by offering guidance, advice, and training on routine technical, procedural, or administrative/professional matters
Interpersonal skills	<ul style="list-style-type: none"> Demonstrates clear and concise verbal and written communication skills, suitable for interacting with diverse groups, including community members, external agencies, and internal stakeholders Effectively conveys information to a diverse audience, adjusting communication style as needed
Qualifications and Experience	<p>A certificate/degree or Diploma in Library Studies is preferred, or equivalent with demonstrated significant work experience in a customer service-centric role.</p> <ul style="list-style-type: none"> Proficient in [specific tools, technologies, or methodologies], with a strong ability to apply these skills in a practical work setting. Must possess a current [Working with Children Check/Valid Police Check] or be willing to obtain both prior to commencing employment This role may be required to complete routine medical checks, undergo fit to work testing, update their police check as necessary, and maintain a current Working with Children Check to ensure compliance with organisational policies and safeguarding standards. Licensing and Background Checks: Current Victorian driver's licence, ability to complete a satisfactory police check, and a current Working with Children Check (WWC).

Capability Framework: Level 1 Accomplished

Capabilities are the essential skills and behaviors needed for effective role fulfillment, represented as observable actions

Project Management	Develop essential skills in effective planning, coordination, and control. Responsibilities include tracking tasks to ensure deadlines are met, understanding team objectives, managing time efficiently, and providing valuable feedback for continuous improvement, all contributing to the overall success of the project.
Change	Creating Path Through Change" by advocating for continuous improvement and contributing new ideas to enhance processes. You will embrace innovative approaches and utilize data to identify opportunities for enhancing work systems, ultimately benefiting both our business and community.
Communication	Effectively communicate with clarity and respect, actively listen and engage with others, adapt language and non-verbal cues as needed, prepare well-structured written materials, and contribute regularly to team discussions and community engagement.
Good governance	Utilise technologies and data to enhance efficiency while ensuring compliance with information security and organisational policies. Support process improvements and help colleagues understand relevant guidelines and procedures.
Achievement	You will deliver customer and community-focused services aligned with strategic objectives. You will seek diverse perspectives, build internal and external networks, and complete tasks on time under guidance. Contributing to resource allocation and team goals, your work will prioritize the needs of customers and the community.
Leadership Impact	You will contribute to a culture of continuous improvement by embracing feedback and supporting your colleagues. You will help ensure that everyone understands how their roles align with our goals and

participate in recognising high-quality work while promoting the value of diversity within Stonnington.

WHAT WE ARE ALL RESPONSIBLE FOR



Workplace Health, Safety and Wellbeing:

We are committed to maintaining a healthy and safe work environment for all employees, contractors, volunteers, and visitors and recognise that this is an integral part of our business. This commitment extends to ensuring activities do not place any person at risk.

Diversity, Equity, and Inclusion:

We are committed to fostering a diverse and inclusive workplace that values everyone's contributions, lived experience, and expertise. A workplace where everyone is supported to thrive and be authentic.

Code of Conduct:

We are committed to the provision of the best possible services to the community in a fair, equitable and inclusive manner and requires all employees to adhere to the standards of conduct.

Service Promises:

We Empathise | We are Responsive | We are Transparent | We are Consistent | We Follow Through

Safeguarding Children and Young People:

We have a zero tolerance to child abuse. All Council officers, including employees, contractors, volunteers, and Councillors have a legal and moral obligation to keep children safe and promote their best interests.

Review date: Sep 2025