

POSITION DESCRIPTION



POSITION TITLE:	Library Officer
DEPARTMENT:	Community Development
POSITION HOLDER:	Vacant
REPORTS TO:	Manager Community Partnerships
TERM OF EMPLOYMENT:	Permanent Part Time, 4 days per week
APPROVED BY:	Director Community Development
DATE:	April 2026
CLASSIFICATION:	Band 5 in accordance with the Buloke Shire Council Enterprise Agreement.

POSITION OBJECTIVE:

- To provide efficient and effective library services to the Buloke Community with a focus on the elderly and early years cohorts.

KEY RESPONSIBILITIES AND DUTIES:

- Provide outstanding customer service and support via:
 - Library Service desk
 - Responding to enquiries complaints and incidents in a proactive, effective and timely manner and in accordance with Council policies and procedures
 - Processing and maintaining library membership records
 - Undertaking loans, reservations, returns and shelving, including shelf checking
- Operate a range of online options to search and retrieve bibliographic detail as required for Inter-Library loans and information to suit customer inquiry; and arrange Inter Library loans for all branches.
- Maintain records of inter library loans and prepare statistical reports as required.
- Ensure user demand for information materials is adequately met through appropriate selection and acquisition of new materials for Buloke Libraries.
- Conduct library familiarisation tours for school groups and other group visits.
- Ensure excellent presentation of library branch facilities and collections
- Assist in the promotion of library services and provide formal and informal user education
- Assist with the planning and delivery of engaging community programs to embed the library as a valuable community asset.

ORGANISATIONAL ENVIRONMENT:

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Reports to:	Manager Community Partnerships
Directly Supervises:	NIL
Internal Liaisons:	Buloke Shire Council Employees
External Liaisons:	Customers and Ratepayers, Local Government Victoria, SWIFT and James Bennett and Consultants

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- The Library Officer is accountable to the Manager Community Partnerships in the efficient undertaking of library activities.
- Freedom to act is governed by legislation, policies, processes, procedures and guidelines.
- Ability to act with limited supervision, with freedom to interpret stated guidelines to achieve clear objectives.
- Accountable for delivering an excellent public and customer relations service promoting a positive and professional image of council operations. In consultation with Manager Community Partnerships, manage financial responsibilities of the libraries in line with budget constraints.

JUDGEMENT AND DECISION MAKING:

- This Position requires a high degree of diplomacy and sensitivity in the handling of issues and requests – guidance and advice is always available Authority to organise and utilise resources available to achieve objectives.
- Directly responsible and accountable for the provision of information and support to internal and external customers.
- Knowledge of the legal and legislative requirements of the role within the team and the wider organisation.
- Ability to operate computer systems including Microsoft Office suite.
- Ability to be accurate and attend to details.

MANAGEMENT SKILLS:

- Skills in managing time, setting priorities, planning and organising ones own work and where appropriate, that of other staff.
- Ability to develop systems and processes to effectively manage day to day administrative duties.

INTERPERSONAL SKILLS:

- Ability to work with and gain cooperation and assistance from other Council staff and external stakeholders.
- Ability to work external providers and other librarian practitioners in other organisations to discuss specialist matters.
- Strong written and oral communication skills.

QUALIFICATIONS AND EXPERIENCE:

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- A qualification in Library or Information Management related discipline or relevant work experience and work skills within a community setting.
- Knowledge or Interest in current reading trends.
- Event organisation and planning skills would with this role.
- Satisfactory Police Check/Working with Children Check.
- Drivers Licence.

ORGANISATIONAL RESPONSIBILITIES:

- At all times, behave in a manner consistent with Council's Code of Conduct and human resource policies and guidelines (including Council's Bullying/Equal Opportunity/Discrimination/Sexual Harassment policy).
- Ensure compliance to relevant OHS regulatory requirements and implement, promote and maintain Council's OHS and Return to Work policies, procedures, training programs and initiatives.
- Ensure compliance to relevant regulatory or legislative requirements; including but not limited to Information Privacy and Freedom of Information.

CHILD SAFE STANDARDS:

- The Buloke Shire Council is committed to creating a child safe and child friendly environment where children and young people are respected, valued and encouraged to reach their full potential.
- All staff must adhere to Council's Child Safe Policy and procedures and ensure that any reasonable suspicion of abuse to children or young people is reported.

VARIATIONS TO CONDITIONS OF EMPLOYMENT:

The position description, which includes conditions of employment, your duties and your working location may be varied by Council from time to time during your employment.

ANNUAL PERFORMANCE REVIEW:

Every staff member is required to actively participate in the annual performance review/appraisal process with their supervisor.

KEY SELECTION CRITERIA:

- Qualification in Library or Information Management related discipline or relevant work experience and work skills with a community setting
- Strong communication skills, including the ability to actively engage with a diverse community.
- Strong team worker with a positive attitude and energy.
- Ability to plan, organise and prioritise routine functions in a busy environment.
- Strong team worker with a positive attitude and energy.
- Drivers Licence and Working with Children Check

VERIFICATION:

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This section verifies that the position holder and supervisor/s have read the above position description and are satisfied that it accurately describes the position.

Approved by:
Director Community Development
Date

Agreed by:
Acting Manager Community Partnerships
Date

Agreed by:
Library Officer
Date