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<th>Position</th>
<th>Reporting relationships</th>
<th>Other key relationships</th>
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<td>Library Graduate</td>
<td>Team Leader, Collections &amp; Access</td>
<td>Team Leader, Collections and Access</td>
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<td>The Library Access Team</td>
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<td>The Library Services, Arts &amp; Culture team</td>
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<td>Library Shelving Volunteers</td>
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<td>Community Volunteer Coordinator</td>
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<td>Council staff</td>
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<td>Customers and community members</td>
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**Position overview**

Work as an effective member of the Library team providing quality customer service consistent with the Library Customer Service Charter. Remove dot points

- Supervise and coordinate Library Shelving Volunteers
- Support the Library Access team to deliver services to customers unable to visit the Library.
### Key outcomes

#### Responsibilities:
- Ensure access to Library resources for customers, and ensure timely re-shelving of Library stock, through daily leadership and supervision of the Volunteer Shelvers.
- Facilitate community involvement in the delivery of Library Services by coordinating the volunteer shelving program, including recruitment, training and induction of volunteers.
- Enable customers who are unable to visit the Library to receive Library services through support of the Library Access Team, including contribution to daily tasks and projects as required.
- Contribute to the provision of a range Library services, training sessions and other programs to customers by actively learning and working within various teams as required (for example, but not necessarily, Early Learning, Digital Learning, Collections, Culture etc.).
- As required, to actively participate in cross functional teams within the Library which lead to improved access to collections and services of the department.
- Deliver proactive customer service in line with library customer charter.
- Provide customers with clear instruction and basic troubleshooting in using a range of library electronic resources, devices and applications.
- Promote understanding of Library services, resources and facilities and provide professional information service.
- Actively share ideas, expertise and skills with other staff, work experience students and volunteers.
- Demonstrate our values and behaviours.
- Work collaboratively with others to deliver services and to identify improvements to work practices and procedures.
- Comply with all relevant organisational codes, policies, procedures, guidelines and standards, and with the requirements of the Equal Opportunity Act 1984, Disability Discrimination Act 1992 (as amended) and all other associated legislation, including the Local Government Act.
- Report all risks identified in the course of undertaking the duties relevant to this position.

#### Contributes to and supports:
- Improved services through participating in regular audits and reviews of team activities and services, and implementing any audit/review recommendations.
- Implementation of team performance measures and reporting on those measures, and participating in any improvements based on those measures.

#### Safe Environment (for mandated notifiers only)
- Adhere to the Safe Environments Policy and any associated procedures.
- Notify the SA Department of Communities and Social Inclusion (DCSI) if, on reasonable grounds and in the course of your work, you suspect that a child has been or is being abused or neglected.
- Seek advice and support from your team leader/manager if a notification is required.
- Advise your manager if there is a change in your criminal history status, and provide a National Police Certificate every three years, unless more regular screening is required for legislative purposes.

### Work health, safety and wellbeing
- Contribute to a culture where everyone places safety first.
- Identify and report health and safety risks, accidents, incidents, injuries and property damage at the workplace.
- Take reasonable care to protect their own health and safety, and the health and safety of others.
- Use any equipment that is provided to protect their health and safety.
- Follow reasonable instructions given on health & safety and injury management.
- Comply with health and safety and injury management policies and procedures and actively participate in associated training and programs.

**Special conditions**

Rostered customer service hours supporting the operational requirements of the library including evenings and weekends.

Ability to perform physical tasks such as kneeling, bending, shelving above shoulder height and pushing trolleys with a push/pull force of 14.5kg.

Flexitime applies to this role.

Child Safe Environment and Mandated Notifiers Training.

Class C Driver License.

Rostered hours may change to suit library business requirements.

**Criminal History Assessment**

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- Child Related Employment Screening - DCSI

**Qualifications (or demonstrated equivalent experience) – (E) denotes essential qualifications**

- TAFE qualifications or relevant experience in libraries and/or information management.
### Skills/capabilities

- Strong customer service ethic (E)
- High emotional intelligence and empathetic nature (E)
- Problem solving skills (E)
- Ability to work as part of a team (E)
- Well-developed verbal and written communication skills (E)
- Willingness to learn, including development of leadership skills (E)
- Excellent organisational skills with the ability to prioritise tasks and meet conflicting deadlines (E)

### Experience – (E) denotes essential experience

- Demonstrated experience in providing excellent customer service. (E)

### Knowledge – (E) denotes essential knowledge

- Confidence in using computer systems, Internet, social media, on-line databases, Microsoft Office, mobile devices and apps. (E)
- Understanding of the role played by Public Libraries (E)

### Organisational core competencies

- **Digital literacy** – ability to use the essential technology, devices and systems required for the role, or ability and willingness to learn this.
- **Communication** – Verbal: expressing ideas effectively in individual and group situations (including nonverbal communication); adjusting language or terminology to the characteristics and needs of the audience.
  Written: expressing ideas clearly in documents that have written organisation, structure, grammar, language and terminology adjusted to the needs and characteristics of the audience.
- **Customer service** – ability to demonstrate a high level of customer care by providing professional, helpful, high quality service, before, during and after the customer’s requirements are addressed.
- **Resilience** – the ability to bounce back when faced with challenging circumstances or when things don’t go as planned.