

Library Services Officer

STATEMENT OF DUTIES

APRIL 2019

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| Number | Generic |
| Portfolio | Continuous Improvement and Evaluation |
| Branch | Libraries Tasmania |
| Section/Unit/School | Library Network |
| Supervisor | As specified |
| Award/Agreement | Tasmanian State Service Award |
| Classification | General Stream Band 3 |
| Employment Conditions | Permanent/Fixed-term, Full-time/Part-time Up to 73.5 hours per fortnight, 52 weeks per year including 4 weeks annual leave. The occupant may be rostered for Saturday and evening shifts and Award arrangements will apply. |
| Location | Statewide |

Primary Purpose

To support the delivery of a quality, contemporary library service to meet a range of diverse and complex information and recreational needs to an agreed service standard, including developing and implementing particular aspects of Libraries Tasmania services and programs as required. Build and maintain effective relationships within the community, which promote inclusion and lifelong learning.

Level of Responsibility/Direction and Supervision

Responsible for the effective delivery and promotion of library services together with assisting in the guidance and mentoring of less experienced staff and volunteers. Required to maintain skill levels and awareness of the library's services and resources through ongoing commitment to professional learning and sharing of knowledge with colleagues.

Tasks are undertaken according to established guidelines, systems and processes with some interpretation required to achieve specific outcomes.

The occupant is expected to exercise independent judgement, creativity and initiative under general instruction from the supervisor.

It is the responsibility of the occupant to actively participate, promote and model behaviours which are consistent with the Department's commitment to the safety and wellbeing of children and young people. This includes the prevention, identification and reporting of child abuse and behaviours which are not consistent with the Department's values.

The occupant is responsible for complying with all Agency policies and procedures, including those relating to fraud and corruption control, record management, confidentiality, conduct and behaviour, mandatory reporting, education, training and assessment.

The Department has a range of delegations across the operational portfolio's which include Finance, People Services and Support (HR) and Facilities. The occupant is responsible for ascertaining the delegations that are assigned to these duties and is expected to exercise any applicable delegations prudently and in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements.

Primary Duties

1. Work collaboratively to innovate, develop and deliver quality library programs and training sessions for all ages which include print and digital literacy, emerging technologies and other library programs and services.
2. Participate in the assessment, monitoring and review of library procedures, programs and events.
3. Provide quality customer service and support to clients of Libraries Tasmania in order to meet their educational, information, cultural and recreational needs and agreed service standards.
4. Assist with the promotion of Libraries Tasmania through social media, marketing, displays and events which highlight programs, collections and community engagement, designed to engage, inform and educate members of the community, delivered either onsite or through community outreach.
5. Train and mentor less experienced staff, and work respectfully and cooperatively with the team, which includes volunteers and contribute to Libraries Tasmania strategic directions and the commitment to a high performing culture.
6. Undertake administrative tasks including statistics, financial transactions, rosters, reports, and facility oversight, where applicable, according to policies, procedures, and established standards.
7. Assist in all aspects of collection maintenance and library management system functioning, according to statewide documented policies and procedures.

8. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
9. In accordance with the *Work Health and Safety Act 2012* the incumbent will actively participate in and contribute to the maintenance of safe working conditions and practices, including the development and implementation of improvement initiatives, safeguarding practices and all mandatory training requirements.

Selection Criteria

The following specific selection criteria must be addressed by candidates. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

1. Demonstrated skills in information technology, digital literacy and problem solving across a range of emerging technologies and a willingness to keep up to date with developments in this area.
2. Demonstrated ability to exercise independent judgment and initiative in the delivery of services, which meet the varied and changing needs of the community.
3. Demonstrated skills, or the ability to acquire skills, in developing, delivering, and reviewing programs, both print and online to clients and staff with varying levels of expertise.
4. Proven ability to provide excellent customer service to a broad community client base, establishing local relationships, and delivering quality services for all ages.
5. Well-developed communication and interpersonal skills, together with the ability to contribute positively to the team to achieve successful outcomes.
6. Sound numeracy and literacy skills, and the ability to acquire an understanding of contemporary library culture.
7. A demonstrated capacity to commit to the Department's values, with the ability to apply them through individual behaviours and actions.

Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed and the status of these may be checked at any time during employment. It is the employee's responsibility to advise the Department if there is any change to the status of a registration/licence. This includes notifying the Department of any new criminal charges or convictions and/or if a registration/licence is revoked, cancelled or has conditions applied.

Essential

- Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)

Working within the Department for Education, Children and Young People



Connection



Courage



Growth



Respect



Responsibility

Our values of **Connection, Courage, Growth, Respect, Responsibility** represent the foundation of our Department's culture and guide us in all that we do to ensure **Bright lives. Positive futures** for every child and young person in Tasmania.

We bring our values to life through our everyday behaviours and actions. We want to attract, recruit and retain people who uphold these values and are committed to building a strong values-based culture.

Our Department is committed to building inclusive workplaces and a workforce that reflects the diversity of the community we serve. We do this through a culture that ensures everyone is respected, and has equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education, and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

We are committed to providing a safe workplace for all employees and have zero tolerance to all forms of violence, including child abuse and harm. The Department is a smoke-free work environment, and smoking is prohibited in all State Government workplaces, including vehicles and vessels.

Employment within the Department is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to. All employees are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at <http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DECYP Condition of Use policy statement located at [Department for Education, Children And Young People: Information technology policies](#)

Commitment to Children and Young People

This is a Department built entirely for children, young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is known, safe, well and learning. The child is at the centre of everything we do, and the way we do it.

The Department is committed to providing a culturally safe environment which upholds the safety and wellbeing of all children and young people in Tasmania. The Department's Safeguarding Framework, *Safe. Secure. Supported.* underpins this commitment.

All employees must demonstrate and model behaviours which value and respect children and young people, show a commitment to child safety and wellbeing, and display an understanding of the developmental needs of children and culturally safe practices relevant to their position.

APPROVED BY PSS DELEGATE: 964915 – Manager Vacancy and Staffing Services – March 2019
Request:
Date Duties and Selection Criteria Last Reviewed: 03/19 VRH
