

Position Description

Library Support Officer

Your role:	Library Support Officer
You will report to:	Coordinator Service Delivery
Your Directorate:	Community & Development
Your Salary Level:	General Officer Level 2 (\$76,384.71 - \$83,251.72)
Special Conditions:	Availability to be flexible over a 7-day roster, including evening and weekend shifts with the ability to work across all sites A current National Police Certificate and Working with Children Check is required, and the incumbent must undertake Child Safe Environments Training every three years A satisfactory Medical Clearance for this role is required

Position Overview

This position delivers excellent customer experiences to library users across our Adelaide Hills Council Library branches and service points.

This position also provides multi-faceted support across Library functions, including community programs and activities, collections and outreach services including the Mobile Library service.

Working under general supervision in a dynamic and evolving environment, the incumbent will carry out a variety of tasks and is expected to use sound judgement and initiative within established guidelines and procedures. Support and specialist advice are readily available from senior staff when required

About the Team

You will be part of a dedicated Libraries and Customer Service team within a Directorate focused on shaping a vibrant and thriving community. Through strategic leadership, active collaboration, and a commitment to continuous improvement, the team delivers excellence in service across both library and council operations.

This team plays a vital role in fostering strong community connections and delivering outstanding outcomes in engagement and service delivery. Guided by the principles of the Customer Service Framework, team members are passionate about providing exceptional service that consistently prioritises the needs and experiences of our community.

Our Organisation

Adelaide Hills Council is a dynamic and community-focused organisation, committed to enhancing the quality of life for our residents. Nestled in a picturesque region, we take pride in delivering innovative services and fostering strong connections within our community. As part of our team, you'll be contributing to meaningful projects that make the Adelaide Hills a great place to live, work, and visit.

Our values

Grounded In Trust	Build strong foundations through respect, safety, integrity and transparency
Cultivating Connections	Engage with each other and our community to create a thriving, collaborative environment
Nurturing Excellence	Deliver with pride to achieve the best outcomes and celebrate our success
Sowing Seeds for Tomorrow	Foster growth and innovation for a sustainable future

Your Stakeholders

Internal	Library and Customer Service team, all other departments and employees across the organisation
External	The Adelaide Hills Community, including residents, land owners, business owners and operators, visitors, workers, students and volunteers

Work Health & Safety

As part of your responsibilities, you will actively support a safe and healthy workplace by following Council's Work Health and Safety (WHS) policies and procedures. This includes taking reasonable care for your own safety and that of others, using provided protective equipment, following instructions, and reporting hazards, injuries, or incidents promptly. Your proactive participation in safety initiatives and adherence to the WHS Act 2012 (SA) ensures a safe working environment for all.

Policy and Procedure

Adhere to council policies, procedures, guidelines and standards, in particular, but not limited to, our Organisational Values and Code of Conduct for Employees.

Position Responsibilities

- Provide high-quality customer service across all library branches and service points, ensuring a welcoming and helpful environment.
- Perform library circulation tasks efficiently, including lending, returns, reservations, and shelving.
- Assist customers in accessing and using a wide range of library resources, including physical and digital collections, e-resources, and technology services.
- Support users with basic IT tasks such as printing, scanning, photocopying, email, and word processing.
- Promote a positive image of the library by demonstrating professionalism, enthusiasm, and a customer-focused attitude.
- Share knowledge, support new or less experienced colleagues, and actively participate in initiatives aimed at enhancing service quality and team performance.
- Maintain a well-presented, organised, and accessible environment in libraries and customer service centres, contributing to a positive and inclusive public space ensuring that displays and information are current and relevant.
- Contribute to the preparation, set up and delivery of library programs and events, including early childhood sessions and school holiday activities as required.
- Support collection management tasks such as receiving, processing, and maintaining library materials as required.
- Participate in outreach services including home delivery and mobile library operations.
- Perform administrative duties including cash handling, receipting, reconciliation, and ensuring safe opening and closing procedures.

Position Criteria

Technical Knowledge & Experience	• Demonstrated commitment to outstanding customer service and the improvement of the customer's experience. • Ability to work effectively in a busy and changing environment, adjusting to shifting tasks and priorities as needed to support daily library operations. • Demonstrated experience and competence in the use of information technology and a confident approach to emerging technologies including digital resources. • Strong communication skills with the ability to engage confidently in both small group settings and other community presentation settings.	Essential
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	• Ability to work independently and (at times) in isolation to provide library services in particular Outreach services • Understanding of the philosophy, role and purpose of a public library	
	• Sound knowledge of Local Government roles, functions, processes and policies. • Demonstrated competency in cash and payment handling, receipting and reconciliation processes.	Desirable
Collaboration and Communication	• Experience in contributing and being an active member of a high performing team. • Outstanding interpersonal skills and the ability to engage with a diverse range of people, especially young children and families. • Good organisational and time management skills with a high level of attention to detail and accuracy.	Essential
Qualifications	• Demonstrated experience working in a Public Library role or other related field with a combination of experience, expertise, and competence sufficient to perform the duties required.	Essential
Customer Service	• Demonstrated achievement in and enthusiasm for the provision of high-quality customer service	Essential
Government Experience	• Experience working in a local government environment	Desirable
Corporate Experience	• Working knowledge of Office 365 and use of corporate technology	Essential
Finance Delegations	• Nil	
People Leadership	• Nil	

Job Requirements Guide

Frequency guide

1. Constant (ongoing, occurs daily)
3. Occasional (occurs 2-4 times per week)

2. Frequent (occurs 1-2 times daily)
4. Infrequent (occurs once per week or less)

Physical	Essential task Y/N	Frequency				Comment
		Constant	Frequent	Occasional	Infrequent	
Standing	Y	X				
Walking	Y	X				
Sitting	Y	X				
Bending /twisting the back	Y	X				
Bending /twisting the neck	Y	X				
Kneeling/squatting/ crouching	Y	X				
Climbing e.g. stairs/steps/ladders	Y				X	
Reaching forward /sideways >30 cm	Y	X				
Working with hands above shoulder height	Y			X		
Lifting/carrying e.g. boxes of folders, reams of paper 5-10kg	Y		X			
Pushing/pulling/dragging	Y		X			
Gripping/grabbing	Y		X			
Fine hand coordination	Y		X			
Holding/supporting any object or person	N				X	

Environmental						
Work in an indoor/outdoor environment	Y		X			
Work at heights	N				X	
Work in confined spaces	N				X	
Operation of equipment/ machinery, or work performed in close proximity to moving parts/objects e.g. computer, photocopiers, paper shredder, security swipe pass, printing press machines, kitchen equipment, urn, cutlery	Y	X				
Exposure to noise	N		X			
Contact with chemicals/cleaning products e.g. printer toners, car washing cleaners, kitchen cleaning chemicals	N				X	
Exposure to fumes/dust	N				X	
Managing security/private information	Y	X				

Interpersonal						
Interaction with customers/members of the public e.g. face-to-face, answering phones	Y	X				
Dealing with highly emotional/ conflict situations	Y			X		
Dealing with difficult/complex negotiation of a personal nature	Y				X	
Working in a team requiring maintenance of relationships/ communication with others	Y	X				
Working in isolation or with limited interpersonal interactions/ supervision	Y				X	Isolated work on the mobile library van
Working in a busy environment where time pressures and / or fast work pace may be required with frequent interruptions	Y	X				
Appearance and grooming, dress standards e.g. office attire, smart casual, uniform, covered shoes, personal protective equipment (PPE)	Y	X				