


POSITION DESCRIPTION



Position title	Library Officer
Directorate	Community Development
Designation	Level 3 (Municipal Officer) ASTC EA
Position number	P2322/P2337
Responsible to	Library Team Leader
Position status	Permanent Part-time
Position description approved	 Date: 8/9/2025

Primary Objective

Located at the Alice Springs Public Library within the Community Development Directorate, this position is a key member of the library team, performing a diverse range of duties. It requires a strong focus on fostering an inclusive community by delivering effective and efficient customer service to library users and the broader Alice Springs community. The role also includes supervision of library operations during weekend shifts.

Key Responsibilities

- Provide high-quality customer service at the Information Desk and across the library floor, in line with the service standards set by the organization. In general, all working hours will be spent in these customer-facing areas, which are the primary focus of the role.
- Carry out essential library duties on every shift, including customer service, shelving, shelf-reading, roaming, opening, closing, assisting with the item circulation, references, and community information services within the library.
- Maintain consistency in performing tasks, ensuring all duties are carried out in alignment with the library's policies and guidelines to support operational efficiency and service quality.
- Demonstrated ability to problem solve and work effectively in a team environment.
- Be available to work after hours and weekends as rostered and/or required.
- On weekend shifts, contact service providers to arrange emergency repairs in the library as needed.
- On weekend shifts, work with casual Library staff to help complete assigned tasks and provide guidance where needed. Keep the Library Manager or Team Leader informed of any performance-related observations.
- Other duties, including limited back-office or support tasks, may be assigned at the discretion of the Manager or Team Leader, depending on operational needs and individual skills.
- Take reasonable care for your own health and safety, as well as that of others.
- Follow health and safety instructions and comply with relevant workplace policies, procedures, and emergency protocols.

- Use personal protective equipment and operate machinery, plant, and vehicles safely.
- Report hazards, incidents, accidents, and near-misses to your Manager/Supervisor promptly.
- Perform other duties within capabilities and/or consistent with the level of this position as required.

Qualifications

- Current National Criminal History check (less than 6 months old)
- Current Working with Children clearance (Ochre Card)

Special Requirements

- The standard hours for this position are 20 hours per week, including two weekend supervisory shifts (Saturday or Sunday) per fortnight.
- This position may occasionally require work outside standard hours; any additional hours or shifts are offered at the ordinary rate of pay.
- Acceptance of additional hours or shifts is entirely voluntary, and employees have the right to decline without penalty.

Selection Criteria

Essential

1. Excellent interpersonal skills with the ability to provide excellent customer service to a broad customer base.
2. Ability to carry out essential library duties, including shelving, shelf-reading, item circulation, assisting with references, and providing community information services.
3. Ability to effectively use - and assist customers in the use of software and devices including Microsoft Word, Excel, Outlook, and the Internet.
4. Ability to demonstrate excellent time management and problem-solving skills.
5. Ability to perform tasks accurately and consistently, in accordance with library policies and procedures, to support operational efficiency and service quality.
6. Ability to work independently and work effectively in a team environment, supporting colleagues and contributing positively to team outcomes.
7. Ability to resolve issues independently and involve the appropriate manager or supervisor as needed, following the organization's reporting structure.
8. Current Working with Children Clearance (Ochre card).
9. Ability to carry out Warden Evacuation duties including operation of communication equipment.

Desirable

1. Experience in delivery of youth programs in a local government context.

ACKNOWLEDGEMENT

I have received a copy of this Position Description and have read and understand its contents.

Employee Name _____::FIRSTNAME:: ::LASTNAME::_____

Signature _____::SIGNATURE::_____ Date _____