

Role Charter

POSITION:	SENIOR LIBRARY EXPERIENCE OFFICER
Reports to:	Team Leader Library Experience
Accountable to:	Coordinator Library Experience
Directorate:	City Services
Date revised:	October 2025

This role charter is a broad description of the accountability and duties of an employee of Maitland City Council. The role will evolve and changeover time, in line with the changing strategic and operational requirements and outcomes of the organisation.

Council has a set of Guiding Principles that assist staff to understand the behaviours that are expected to create an organisational culture that helps our customers and people thrive.

Our Guiding Principles are:



MAKE THINGS EASY

Do the hard work to make things intuitive for everyone.



BE WELCOMING

Care for everyone as people, not tasks or numbers.



BE OPEN MINDED

Listen to each other and work together to find solutions.



KEEP YOUR PROMISES

Follow through on your commitments to everyone.



LOOK OUT FOR ME

Thoughtfully anticipate what will make our days go smoother.

Primary Purpose

To deliver library best practice customer experiences and services to achieve Council's strategic objectives and vision for the city.

To work as part of the Libraries and Learning team effectively delivering day to day customer experiences and services, progressive programs and activities, access to collections, technologies and resources relevant to local community needs and expectations.

To contribute to excellence in customer service operations through support of branch delivery and day to day leadership of branch operations, customer engagement and dispute resolution, staff training and facilities maintenance, ensuring resources and functions are delivered within established policies and procedures. Senior Library Experience Officers participate in working groups related to Events & Programs, Library Collections, Library Technology and Operations, and Community Heritage streams.

Core Accountabilities

1. Oversee the delivery of daily branch operations for the provision of quality customer experiences, programs, services and resources in alignment with established policies and procedures to support library strategic goals; including but not limited to collections, circulation, shelving, reader assistance, information inquiries, facilities, technology, promotion, self-service and online offerings and outreach while achieving library goals.
2. Ensure that library facilities, collections and operations are maintained and identify improvements that align with strategic goals and Council standards. Proactively monitor, identify and report facility, technology and system maintenance needs while supervising the effective delivery of customer service consistent with Council policies and procedures.
3. Provide advice on and resolve customer queries or concerns in line with Council's Guiding Principles, policies and procedures to ensure consistent and effective service delivery and escalate complex customer concerns to the Team Leader Library Experience.
4. Contribute to a positive work environment through participation in regular communication, engagement and professional development activities including, but not limited to, inductions, training and workshops, and supporting the development and coaching of Library Experience Officers.
5. Proactively collaborate with internal stakeholders to contribute to working groups related to Events & Programs, Library Collections, Library Technology and Operations, and Community Heritage streams.
6. Deliver and promote a wide range of programs, activities and events tailored to the needs of the community and identified priority local target groups, including recreational and/or educational programs, ensuring timely reporting of statistics and feedback.
7. Collaborate and participate in library process improvement including policies and procedures across all library service lines. Promote and embed process improvements and changes by collaborating with and sharing information with peers and library team members while delivering coaching and training as required.
8. Support staff and customers in developing digital literacy and contribute to the evaluation and implementation of new systems and platforms to enhance service delivery. Embed the adoption and integration of digital tools and technologies across branch operations.
9. Understand and perform all library duties and take reasonable care of the health and safety of yourself, other Council employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
10. Undertake Warden responsibilities as per Council's Responsibilities.

Undertaking any other duties, projects or tasks as directed by the supervisor which are within the employee's skills, competence and training.

The incumbent is to behave in alignment with Council's Guiding Principles, comply with the organisations policies and procedures and undertake training and development.

Essential Criteria

1. Certificate III in Library and Information Services, and/or equivalent experience in a customer service or library environment. Contemporary industry/professional demonstrated experience (core functions)
2. Contemporary industry knowledge and demonstrated experience in a customer service-oriented environment with the ability to deliver memorable experiences and to work with leaders to resolve escalated issues with empathy.
3. Proven ability to supervise, coach and support a team delivering services in a customer focused environment, while working productively as a member of the team and contribute to team goals.
4. Excellent communication and interpersonal skills with the ability to collaborate and build professional rapport with a wide and diverse group of internal and external customers.
5. Outstanding problem solving and prioritisation skills coupled with proven experience in continuous improvement, while being adaptable to changing circumstances and business levels, understanding and operating within organisational policies and procedures.
6. Advanced digital literacy skills, including proficiency with mobile technologies, troubleshooting, and the ability to support staff in the use of library technologies, including sound knowledge of the Microsoft Office suite. Capacity to learn and adapt to emerging technologies and contribute to digital service improvements.
7. Current NSW Working with Children Check Clearance.
8. Willingness to participate in a rotating roster across Maitland libraries facilities and outreach points as per the Libraries Roster, which includes weekend work, and some evenings.

Desirable Criteria

1. Class C Drivers Licence.
2. Knowledge of library branch operations and program delivery.
3. Knowledge of technical services operations including acquisitions and cataloguing.

Date:

Agreed:

Employee Name

Employee signature