

CITY AND ENVIRONMENT DIRECTORATE (CED)

POSITION DESCRIPTION

POSITION DETAILS

Position title: Library Support Officer	Location: Various
Classification: Admin Services Officer 3	Reports to: Branch Manager
Position number: P21987, Various	Date last reviewed: September 2026
Division: Access Canberra	Position requirements: Working with Vulnerable People Check
Business unit: Libraries ACT	

DIRECTORATE OVERVIEW

The City and Environment Directorate (CED) brings together the people, services and systems that shape Canberra's future. We are a new directorate with a bold purpose: to deliver smarter, more connected services that respond to the needs of our Territory and community.

CED was established to align planning and transport, improve efficiency of development decisions, support environmental management, consolidate city services operations, and strengthen how government connects with the community. Our work spans the natural and built environments, city and transport services, and regulatory and customer service functions.

We are here to:

- Deliver streamlined, customer-focused services.
- Align planning, transport and environmental stewardship.
- Consolidate operations for greater efficiency and impact.
- Make government services more accessible, transparent and trusted.

At CED, we put people and place at the centre of everything we do. Whether shaping policy, maintaining public spaces, designing transport networks or supporting regulatory access, our people contribute to a connected, inclusive and resilient Canberra.

DIVISION OVERVIEW

What we do

At Access Canberra, we are all about giving people easy access to ACT Government regulatory services, payments and information while offering a great customer experience. We help



community organisations, business and individuals work with the ACT Government and constantly look for new ways to better deliver services.

Access Canberra is unique to the ACT Government; we work across many different regulatory and customer service areas to support the delivery of regulatory reform and red tape reduction, drive government priorities and implement new initiatives. We actively engage in a risk and harm approach to compliance across a broad range of industry sectors to build a strong economy, safe community and sustainable environment.

Who we are

We are a diverse, innovative and professional team of people who come from a wide variety of backgrounds. We welcome people with experience from the community, public and private sectors and believe the more diverse our knowledge base is, the better our results will be.

Access Canberra is comprised of people from all backgrounds seeking to help members of the ACT community. Demonstrating our connectedness with our community through inclusion and diversity is key to our vision. We value people with innovative and creative ideas, who communicate with candour and respect, and who have the motivation to drive projects from conception through to delivery. We are curious about each other's work and always ask "who else needs to know?".

If you require extra supports to engage in the workforce due to a disability, if you are a veteran, or if you bring the life experience of a culturally and linguistically different background, we are especially welcoming of your application.

What we offer

- Interesting and fulfilling work in a unique government environment where you can see the impact you have on the Canberra community.
- The opportunity to work with passionate, innovative and experienced leaders who encourage and support you to develop your interests and expertise.
- A flexible workplace with brand new, state of the art accommodation enabling activity-based work in a fun and creative environment.

THE TEAM YOU WILL WORK IN

Our vision for Libraries ACT is to spark curiosity, creativity and connection, supporting a safe and liveable city. We offer resources in a range of formats, as well as technology, programs and events, and services to help the community connect and grow. With nine locations across Canberra, the library is integral to the city's literacy, lifelong learning, social inclusion, digital access, and civic engagement.

Library Support Officers serve as the first point of contact for community members when using library services. They deliver high-quality customer service and regularly liaise with members of the wider community, promoting the resources and services Libraries ACT has available.

Libraries ACT operate six days a week. This position requires working weekday and weekend shifts, on a rotational rostered basis at any Libraries ACT location.

DUTIES / RESPONSIBILITIES

Working under general direction, Library Support Officers:

- Provide high-quality customer service, ensuring a positive end-to-end customer experience, which includes maintaining a high level of presentation standards across the library, shelving books, processing returns and helping with customer queries or complaints.
- Support and educate customers in the effective use of Library services and resources, including emerging technologies.
- Provide guidance to users of the library in safety / evacuation situations under the direction of the Officer in Charge.
- Participate in the delivery of services and programs (such as Giggle and Wiggle, Sensory Story Time, and adult programs) within their respective branch(es) as required.
- Actively participate in professional development and contribute to continuous improvement by undertaking training and conversations related to branch operations and connected readers with books and other resources.
- Maintaining knowledge and current awareness of books and reading in Australia
- Understand and be committed to the ethics and values which guide service delivery for everyone working in the library and information sector.
- Demonstrate respect and recognition cultural diversity, particularly for Aboriginal and Torres Strait Islander knowledges, cultures and Country.
- Develop and maintain knowledge and understanding of current issues and trends in library and information services.
- Comply with WHS policies, procedures, and requirements, taking reasonable care to protect their own health and safety and those of others in the workplace. This includes immediate and accurate reporting of incidents, hazards and near misses through appropriate channels.
- Other tasks at the substantive level as directed.

This position is mobile, and position holders will routinely move between branches.

SELECTION CRITERIA

Note: Please take into consideration the “Duties/responsibilities” section outlined above when addressing how you have demonstrated the selection criteria.

1. Ability to deliver high-quality customer service.

2. Demonstrated ability to work efficiently and effectively in a busy team environment working with others towards a common goal.
3. The ability to be flexible and adaptive when needed, including in safety situations.
4. Sound communication and organisational skills with the ability to share information appropriately.
5. Experience in using different digital technologies and a willingness to learn and use internal library systems.
6. Knowledge of books and reading or willingness and ability to acquire it.
7. Demonstrated ability to work with others and work in accordance with the ACT Government Signature Values and Behaviours.

Qualifications

- Experience in the Galleries, Libraries and Museum (GLAM) industry will be well regarded.

WORK ENVIRONMENT DESCRIPTION

The following work environment description outlines the inherent requirements of the role of Library Support Officer and indicates how frequently each of these requirements would be performed. Please note that CED is committed to providing reasonable adjustment and ensuring all individuals have equal opportunities in the workplace.

ADMINISTRATIVE	FREQUENCY
Telephone use	Frequently
General computer use	Frequently
Extensive keying/data entry	Frequently
Graphical/analytical based	Occasionally
Sitting at a desk	Occasionally
Standing for long periods	Frequently
Designated workstation	Never
<i>The position in an activity based work environment</i>	

STANDARD HOURS	FREQUENCY
Flexible working hours (access to flex time)	Never
Fixed or specified start/finish times	Frequently
Expected to work extensive hours over a significant period due to the nature of the duties	Never
Access to Accrued Days Off (ADO's)	Frequently
Peaks and troughs	Frequently
Frequent paid overtime	Occasionally
Rostered shift work	Frequently

SOCIAL DEMANDS	FREQUENCY
Work with others towards shared goals in a team environment	Frequently
Work in isolation from other staff (remote supervision)	Never
Working in a call centre environment	Never
Working directly with the public	Frequently

PHYSICAL DEMANDS	FREQUENCY
Distance walking (large buildings or inter-building transit)	Never
Working outdoors	Occasionally

MANUAL HANDLING	FREQUENCY
Lifting 0 – 5kg	Frequently
Lifting 5 – 10kg	Frequently
Lifting 10kg+	Occasionally
Climbing	Never
Reaching	Frequently
Bending/squatting	Frequently
Push/pull	Frequently
Sequential repetitive movements in a short amount of time	Frequently

TRAVEL	FREQUENCY
Frequent travel – multiple work sites	Frequently
Frequent travel – driving	Never
Frequent travel – interstate	Never

SPECIFIC HAZARDS	FREQUENCY
Working at heights	Never
Exposure to extreme temperatures	Never
Operation of heavy machinery e.g. forklift	Never
Confined spaces	Never
Excessive noise	Never
Low lighting	Never
Handling of dangerous goods/equipment	Never
Working with asbestos	Never
Potential to encounter agitated customers	Occasionally
Exposure to potentially distressing case material	Never

OTHER	FREQUENCY
Uniform required	Frequently
Personal Protective Equipment (PPE) required	Occasionally