

Position Description

Position Title	LIBRARY OFFICER CASUAL
Job role	Customer service/Enhance user experience/Collaboration
Award classification	Band 3, Level A
Status	Casual
Hours of work	As required
Branch, Department and Division	Library Services Operations, Community Experience
Location	No set location
Reports to	Casual Pool & Branch Onboarding Coordinator
Salary range	\$36.55 per hour, plus 25% casual loading
Approved by	Director, Community Experience
Date	May, 2026
Contact Officer	Georgia Carter, Casual Pool & Branch Onboarding Coordinator – georgia.carter@grlc.vic.gov.au

Who we are

Geelong Regional Library Corporation provide library and information services to residents and visitors across the Geelong region on behalf of our five member councils: Borough of Queenscliff, City of Greater Geelong, Colac Otway Shire, Golden Plains Shire and Surf Coast Shire. Through our network of 20 libraries, 3 mobile library services, our outreach programs, and online platforms, our libraries bring people together around shared interests, diverse perspectives, and new opportunities to grow. Our libraries continue to evolve as safe, welcoming, and accessible social spaces, delivering free and inclusive access to lifelong learning, reading and discovery, and in doing so, we live our purpose, to create knowledge and connection for people and communities.

We are a trusted and future-focused organisation, guided by our [Library Plan 2025–2029](#), which focuses on encouraging personal curiosity, evolving customer experiences, enhancing community wellbeing and embracing our future. We are committed to fostering a safe, fair and inclusive workplace, supported by our [Gender Equality Action Plan 2026–2030](#) and [Access and Inclusion Plan 2024–2028](#).

As we continue to evolve, our core values of curiosity, integrity and belonging are embedded into our organisational culture, where our people play a critical role in providing resources and delivering services that are inclusive, sustainable, and responsive to the evolving needs of our community.

About the role

As a key member of the Library Services team, the Library Officer delivers high-quality customer service and supports the delivery of library services to meet the needs of the community.

The role involves day-to-day operations across the region, including circulation, maintaining collections, assisting customers to access information and technology, and contributing to programs and services. Experience or qualifications in delivering programs for children and young people will be highly regarded.

Geelong Regional Library Corporation is a Child Safe Organisation. Employees are required to comply with the Victorian Child Safe Standards and uphold GRLC's commitment to the safety, wellbeing and inclusion of all children and young people.

Key responsibilities

Under general direction, the role is responsible for, but not limited to:

- Promoting a positive customer experience and continuous improvement
- Undertaking circulation desk duties as rostered across library locations
- Assisting customers to access information, resources and library services
- Referring customers to specialist staff where appropriate
- Supporting the shelving, display, promotion and withdrawal of library materials
- Assisting with the delivery of programs and services, including children's, youth and adult programs, outreach activities and administrative support
- Supporting colleagues and contributing to team and organisational objectives
- Participating in staff meetings and training
- Promoting digital resources, including eLibrary services and databases
- Assisting customers with basic digital and technology enquiries
- Maintaining library collections in line with the Collection Development Policy and procedures
- Managing information in accordance with GRLC's Privacy Policy
- Working collaboratively with colleagues, sharing knowledge and contributing to problem-solving
- Demonstrating behaviours aligned with GRLC's policies and frameworks, including Code of Conduct, Child Safety and Wellbeing, diversity and inclusion, gender equality, and work health and safety
- Undertake other duties as reasonably directed, consistent with the scope and classification of the role
- Working across library locations within the GRLC service region as reasonably required to support operational needs and service delivery
- **Availability requirements:** Applicants must be available for a minimum of two full days per week, one evening per week and one Saturday morning per fortnight.

Experience and Qualifications

- Victorian Certificate of Education (VCE) or equivalent
- Demonstrated customer service experience

Are you eligible?

To be eligible for this role, you must be an Australian citizen, permanent resident, or hold appropriate work rights in Australia.

The successful candidate will be required to provide:

- A National Police Check (no older than 6 months)
- A valid Employee Victorian Working with Children Check prior to commencement

How to apply

Please submit your application through our [e-recruitment system](#).

Your application will need to include:

- A resume
- A Cover Letter (500 words maximum), describing how your skills, knowledge, and experience/qualifications would enable you to perform the duties of the role, taking into account the [Performance Expectations](#) at the relevant classification and alignment with the [Geelong Regional Library Corporation's Library Plan](#).

Geelong Regional Library Corporation is proud to be a workplace that champions diversity. Our commitment is for our people to be safe, included and supported so that they can be at their best. As an equal opportunity employer, we encourage applications from First Nations peoples and people with diverse gender identities and expression, ethnicity, cultural background, sexual orientation, ability and age. We look for the right values, skills and knowledge to build our capabilities so that we can best deliver for and represent our community.