

POSITION DESCRIPTION

POSITION:	Business Systems Support Officer
SECTION:	Business Systems and Innovation
LOCATION:	Regional Library Support Centre Level 4, Geelong Library and Heritage Centre
AWARD CLASSIFICATION:	Band 4
POSITION DURATION:	Permanent Full-time
HOURS OF DUTY:	76 hours per fortnight
CONDITIONS OF EMPLOYMENT:	Geelong Regional Library Corporation (GRLC) Enterprise Agreement (2017) and its successors
OCCUPANT:	Vacant
APPROVED BY:	Chief Executive Officer
DATE:	9 February 2018

POSITION OBJECTIVES

Support the Business Systems Coordinator in the compilation and maintenance of a wide range of library data sets

Assist in maintaining the accuracy and integrity of the Library Management System (LMS) database

Create and provide statistical and operational reports from the Library Management System and other sources

Assist in the data gathering and reporting of GRLC Information Services activities

Assist in the efficient delivery of Collection project outcomes for the GRLC

Support the objectives of the GRLC as identified in the Library Plan and in accordance with approved plans, policies, procedures and guidelines

Positively contribute to and participate as an effective member of the Business Systems and Innovation team

ORGANISATIONAL CONTEXT

The Geelong Regional Library Corporation is one of Victoria's largest library networks covering some 5,500 square kilometres providing library and heritage services to four councils: Borough of Queenscliffe, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire.

The network comprises a Central Library located in the heart of Geelong's cultural precinct, a group of fifteen Community Libraries in urban, rural and coastal locations, two mobile library services and a community library service.

ORGANISATIONAL RESPONSIBILITIES

To contribute to the achievement of the vision, mission and goals through the strategies and actions articulated in the Library Plan. To adopt and model GRLC's values embodied in the service principles articulated in the Library Plan:

- Intellectual freedom
- Equity and access
- Community focus and engagement
- Innovation
- Collaboration
- Workforce support and development
- Integrity and service excellence
- Good governance.

To contribute to a creative, flexible and resilient Business Systems and Innovation team and Geelong Regional Library Corporation teams.

To work according to the Library's values and service principles through individual and team actions.

To take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions in our workplace.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Business Systems Coordinator
Directly supervises:	N/A
Internal Liaisons:	Library Staff Collection Services Team Digital Services Team
External Liaisons:	Library Customers External suppliers, contractors and service providers Staff from other public libraries

KEY RESPONSIBILITIES

1. Maintain Library Management System Database

Monitor and maintain the bibliographic (including authority file maintenance) and membership databases, implementing processes to remedy anomalies found

Under the direction of the Business Systems Coordinator, run necessary database housekeeping and maintenance operations in a timely manner

Monitor and produce daily customer holds and overdue notices

Monitor daily LMS end of day reporting

Monitor daily tele-messaging and SMS delivery

2. Statistical and Operational Reporting

Under the direction of the Business Systems Coordinator:

- Produce monthly regional circulation and activities reports within required timelines
- Extract and manipulate data to produce accurate statistics and reports
- Make recommendations for process improvement
- Create ad hoc reports as requested

Under the direction of Manager, Collections and Information Services:

- Produce scheduled Collections Management reports
- Provide ad hoc collections reporting as needed

3. Cataloguing and Processing

Assist in cataloguing projects under the direction of the Business Systems Coordinator and Manager, Collections and Information Services as required

Assist in analysing Collection data as required

4. Other Business Systems

Assist in the processing, maintaining and reporting of other library business systems such as document management, OHS and heritage systems

5. Reporting

Provide clear and concise verbal and written reports as required

6. People and Teams

Contribute to the successful operation of the Business Systems and Innovation Team by assisting colleagues and senior staff in meeting GRLC stated goals and objectives

Provide local business systems training to staff as required and relevant to this position

7. Organisational Responsibilities

Maintain and promote positive customer relations with relevant stakeholders and staff

Ensure work is performed to reflect a high level of accuracy and within required timeframes

Ensure awareness and adherence to the Corporation's agreements, objectives, policies, procedures and operating guidelines

Attend appropriate training and meetings as required as relevant to this position

Contribute to the successful operation of the library service by assisting colleagues to support and meet the organisational objectives, goals and strategies of Corporate Plans

Adhere to Occupational Health and Safety Policies including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes

Practice and promote EEO principles by treating fellow staff fairly and equitably and without discrimination and harassment

Promote a positive image of the Library to the community through professional standards of personal presentation and through the provision of services/advice in a courteous manner

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Accountable for the efficient delivery of the key responsibilities outlined in this position description with readily available support from the Business Systems Coordinator

Responsible for adherence to organisational policies, procedures, standards and objectives

Responsible for the adherence to the Corporation's Privacy policy and any associated legislation

Extent of authority is governed by GRLC policy and procedure with management advice readily available

JUDGEMENT AND DECISION MAKING

Duties are carried out within a defined range of objectives, procedures and guidelines

Selection of appropriate techniques may be required from the range available

Problem solving using guidelines, professional/technical knowledge or experience

Occasional complex or technical problems with new situations requiring some creativity and originality

Timely guidance and advice is readily available

SPECIALIST SKILLS AND KNOWLEDGE

Well-developed knowledge, understanding and practical application of cataloguing and processing standards, rules and methods

Proficient in the use of Microsoft Office applications with advanced skills in Excel and Access

Ability to extract and analyse data sets

Ability to analyse and troubleshoot low level equipment and software malfunctions

Awareness of current trends and developments in public libraries

Ability to lift and carry light loads

MANAGEMENT SKILLS

Effective and efficient of planning and use of own time

Ability to prioritise duties to meet organisational and position objectives with direction available

Ability to understand organisational context

Ability to assist others by providing localised training relating to this position

INTERPERSONAL SKILLS

Verbal ability to communicate clearly and effectively gaining the understanding and cooperation of library customers, suppliers, colleagues in disseminating information, exchanging views and problem solving

Proficient written skills to communicate clearly and effectively with library staff and suppliers

The ability to work within a team environment with enthusiasm and flexibility, supporting the delivery of GRLC plans and objectives

QUALIFICATIONS AND EXPERIENCE

Qualification which confers eligibility for Personal Membership - Professional of the Australian Library and Information Association or other relevant qualification

Experience working in a library environment, preferably in a public library

Experience in the delivery of Collection Services

Experience in the extraction and analysis of data

KEY SELECTION CRITERIA

Qualification which confers eligibility for Personal Membership - Professional of the Australian Library and Information Association or other relevant qualification

Relevant library skills and experience from working in a library environment, preferably a public library

Highly developed analytical skills with experience of data extraction, analysis and presentation

Well-developed knowledge, understanding and practical application of cataloguing and processing standards, rules and methods

Proficient in the use of Microsoft Office applications with advanced skills in Excel and Access

Demonstrated understanding of the role/s of public libraries in communities with an awareness of current trends and developments

Ability to effectively plan, organise and manage workload and own time to achieve targets within a set timeframes

Current Victorian Drivers Licence

TERMS AND CONDITIONS

The Business Systems Support Officer is classified as Band 4 within the Geelong Regional Library Corporation Enterprise Agreement 2017 and the salary is currently \$59,231 to \$63,954 per annum plus superannuation.

Vision Super scheme is the default fund determined in the Enterprise Agreement. Annual, sick and long service leave accruals apply pursuant to the Enterprise Agreement.

A six month probationary period applies.

Appointment to this position is subject to the successful applicant being able to provide or willing to undergo a Working with Children and Police check.

SPECIAL CHARACTERISTICS

In line with operational requirements, work may be rostered at any service location within the Corporation and a component of evening and weekend may be required.

Physical work and manual handling is an intrinsic requirement of working in libraries. This includes standing for significant periods of time, continuous activity that involves movements such as lifting, bending, carrying and pushing.

JOB APPLICATION GUIDE

All applicants should carefully read the **Job Application Guide** located on the Employment Page of GRLC's website which provides further information and outlines the requirements when applying for a job with GRLC.

CLOSING DATE FOR APPLICATIONS

25 February 2018.