

POSITION DESCRIPTION

POSITION:	Collections Services Officer
SECTION:	Collection & Technologies Access
LOCATION:	Administration – 30 Brougham Street
AWARD CLASSIFICATION:	Band 4
POSITION DURATION:	Temporary Full-time (March to December 2015)
HOURS OF DUTY:	76 hour fortnight
CONDITIONS OF EMPLOYMENT:	Geelong Regional Library Corporation (GRLC) Enterprise Agreement (2013) and its successors
OCCUPANT:	Vacant
APPROVED BY:	Tineke Barry
DATE:	30 January 2015

Our Vision

A strong vibrant connected community:

- Enriched by reading
- Empowered by learning
- Inspired by information and ideas

Our Mission

We will create opportunities for our community to read, learn and connect with each other and the world:

- By delivering innovative and exemplary library services
- By facilitating equitable access to information and technology
- Through our library staff's knowledge, expertise and encouragement.

Our Goals

The Geelong Regional Library Corporation strives to enrich, empower, enlighten and inspire the community we serve – providing library services, programs, collections, spaces and experiences that create opportunities for our community to read, learn and connect with each other and the world.

Goal One: Learning to read, reading to live

Goal Two: Becoming part of everyday life

Goal Three: Transforming the way we work

Goal Four: Bridging the past and the future



Values and Service Principles:

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

ORGANISATIONAL CONTEXT

Established in 1997 under the provisions of the Local Government Act, Geelong Regional Library Corporation (GRLC) delivers library services to a resident population of over 270,000 and visitors to the region through an extensive and growing network of 16 branch libraries, 2 mobile libraries, a community library service and virtual library services. The Corporation is governed by a Board comprising elected representatives from each of the four member Councils: Borough of Queenscliffe, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire. The Regional Library Support Centre where the position is based delivers technical, administrative and management services on a regional basis via the branch, mobile and virtual network of libraries.

Libraries are becoming less about quiet reading and contemplation and more about lifelong learning, community strengthening and social interaction. Bright and welcoming spaces, access to technology, quality print and online collections, literary events and programs all make a vibrant contribution to the creative knowledge economy.

Our population is both growing and changing. Our region is one of the fastest growing in the country and reflects the national trends in birth rates, an ageing demographic and continued migration. These trends provide us with a rich tapestry of library users: young people who are 'born digital', seniors who are increasingly active and engaged in the broader world and a culturally diverse migrant community.

The next five years will see us lead in the development of technology-enabled service delivery both within our physical library spaces and online. Increasingly technology will be seamlessly integrated into people's lives and the library's collection and programs will reach our users anywhere any time. We will also herald a new era in the Geelong region with the opening of the Geelong Library and Heritage Centre. Located in the Cultural Precinct this iconic landmark will contribute significantly to place-making and urban socio-cultural regeneration. It will be the central library for our extensive regional network of libraries, a community and cultural space for local residents, a centre for discovery of information about Geelong and a major destination for visitors from both within and outside the region.

The Library Plan 2013-2017



ORGANISATIONAL RESPONSIBILITIES

To contribute to the achievement of our Vision and Mission through the actions identified in the Library Plan

To contribute to a creative and productive Collections Access Team and GRLC

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: Collections Services Team Leader

Directly supervises: N/A

Internal Liaisons: Library Staff

External Liaisons: Library users
Victorian public library colleagues
External suppliers, contractors and service providers
Member Council staff
Guests and visitors to the libraries

POSITION OBJECTIVES

As part of the Collections Access Team provide efficient and effective workflows associated with the acquisition, cataloguing and processing of library materials in line with community needs.

Create and maintain accessible and accurate database records complying with set cataloguing standards.

As part of the Collections Access Team ensure that the community have timely and accurate access to materials.

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

Effectively implement product development and management strategies and practices.

Positively contribute and participate as a member of the Collections Services Team by providing ongoing and regular feedback on collection services practices, systems and processes and associated documentation.



KEY RESPONSIBILITIES

1. Cataloguing

Copy and original cataloguing of print and non-print materials including the timely delivery of items on reservation.

Ensure the accuracy of the bibliographic database by performing authority file maintenance and correction of errors.

2. Acquisitions

Perform acquisitions functions including ordering and receiving on the system in a manner promoting good workflow and provide status reports to the Collections Services Team Leader as required.

Reconcile and disseminate materials invoices forwarded from Branch and Mobile Libraries.

Unpack deliveries received at RLSC and reconcile and disseminate invoices.

Catalogue and process serials as required.

Perform ad hoc ordering and associated tasks as required.

3. Processing

Perform processing functions as required using appropriate products and methods to facilitate prompt delivery of materials to Branch and Mobile Libraries.

4. Reference and Information Services

Provide timely assistance and advice to customers in locating information and materials.

5. People and Teams

Contribute to the successful operation of the Collections Access Team by assisting colleagues and senior staff in meeting stated goals and objectives.

Perform duties to ensure the efficient workflow of materials to Branch and Mobile Libraries.

Answer incoming telephone calls and respond to emails as required.

6. Organisational Responsibilities

Maintain excellent customer relations.

Complete all tasks within designated timeframes.

Ensure a high level of accuracy.



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

Attend appropriate training and meetings as required.

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.

Effectively implement product development and management strategies and practices.

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 and has the authority to carry out these responsibilities.

Responsible for providing information and feedback relating to supply of Library Materials including delivery methods, policies, procedures and guidelines.

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

Responsible for adhering to the Library's Occupational Health and Safety Policy including assuming responsibility for proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.

Practice and promote the Library's EEO principles by treating fellow staff fairly and equitably and without discrimination and harassment.

Extent of authority governed by Library Policy.

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. Timely guidance and advice are always 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 Internet including accessing supplier databases.

Proficient in the use of automated Library Management Systems (LMS).

Proficient in the use of computer technology skills including Microsoft Office applications.

Ability to analyse and troubleshoot low level equipment and software malfunctions.

Awareness of current trends and issues in public libraries.

Ability to lift and carry light loads.

MANAGEMENT SKILLS

Efficient and effective planning and use of own time.

Ability to prioritise duties to meet organisational objectives.

Ability to manage change.

Ability to understand organisational context.

Ability to assist other employees by providing on the job training relating to areas of responsibility.

INTERPERSONAL SKILLS

Oral skills to gain the understanding and cooperation of library customers and library suppliers and communicate with colleagues in disseminating information, exchanging views and resolving problems.

Written skills to communicate with library staff and library suppliers relating to the position.

Ability, flexibility and motivation to work as a team member.

QUALIFICATIONS AND EXPERIENCE

A relevant qualification and/or relevant experience is essential. A qualification which confers eligibility for Personal Membership - Professional of the Australian Library and Information Association is highly desirable.

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

Experience in the delivery of collection services is essential, with recent experience highly desirable.

Current Victorian Drivers Licence.



KEY SELECTION CRITERIA

A relevant qualification and/or relevant experience is essential. A qualification which confers eligibility for Personal Membership - Professional of the Australian Library and Information Association is highly desirable.

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

Experience in the delivery of collection services is essential, with recent experience highly desirable.

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

Demonstrated proficiency in the use of information technology and software including library management systems with Horizon experience highly desirable, Microsoft Office Suite, intermediate level Excel, web based searching including accessing supplier databases.

Awareness of current trends and issues in public libraries.

Ability to communicate consistent and accurate information to staff, customers and visitors; whether in person, in writing or by telephone.

Demonstrated ability to contribute to building and maintaining the collection services team, inviting trust and cooperation from fellow team members.

Current Victorian Drivers Licence.

TERMS AND CONDITIONS

The Collections Services Officer is classified as a Band 4 within the Geelong Regional Library Corporation Enterprise Agreement 2013 and the salary is currently \$54,028 to \$58,337 per annum.

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 three month probationary period applies.

Appointment to this position is subject to the successful applicant being able to provide or willing to undergo a 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 as part of the normal rostered hours of duty of this position.

Manual handling is an intrinsic physical requirement of this role. This includes:

- standing for significant periods of time
- continuous activity that involves movements such as lifting, bending, carrying and pushing.



APPLICATION PROCESS

Applications marked "private and confidential" including a covering letter, curriculum vitae, statement addressing the key selection criteria and three professional referees should be forwarded by email to:

Tineke Barry, Executive Manager Corporate Services, jobs@grlc.vic.gov.au

Enquiries: Tineke Barry, Executive Manager Corporate Services, 03 5272 6030

Applications close 5pm Monday 16 February 2015