

POSITION DESCRIPTION

POSITION:	Library Officer (Casual)
LOCATION:	As required
AWARD CLASSIFICATION:	Band 3A
POSITION DURATION:	Casual
HOURS OF DUTY:	As required
CONDITIONS OF EMPLOYMENT:	Geelong Regional Library Corporation Enterprise Agreement (2013) and its successors
OCCUPANT:	Vacant
APPROVED BY:	Chief Executive Officer
DATE:	9 November 2017

POSITION OBJECTIVES

Provide assistance to the Librarian to provide high quality, community focused library & information services and programs through the issuing, returning, display, shelving, shelf sorting & mending of library materials and delivery of programs

Provide assistance to specialist staff in meeting the reading and information needs of library customers

Fulfil the objectives of the Regional Library service in accordance with approved plans, policies, procedures and guidelines

With previous experience and / or appropriate qualification may provide reading and activity programs for young children

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 Children's and Youth Services team, Library Services and Customer Experience team and Geelong Regional Library Corporation team.

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 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 Library and Learning Services 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:	Belmont Branch Librarian (as designated to coordinate casual staff)
Directly supervises:	Not applicable
Internal Liaisons:	All staff
External Liaisons:	Library users Member Council staff Guests and visitors to the libraries

1. Branch Services

Undertake circulation duties as rostered in all libraries of the service

Assist and advise members to access information and materials

Refer customers to specialist staff when necessary

Assist with the shelving, display and promotion of library material and the withdrawal of library materials prior to deselection

Under the direction of the Librarian assist in the provision of other duties which may include but is not limited to children's and youth programs, administrative duties, outreach services, adult programs, meeting room hire

Assist the Librarian in delivering programs suitable for all community members

Notify the Librarian regarding repairs and maintenance

Ensure all tasks are completed within designated timeframes

2. People and Teams

Contribute to the successful operation of the library service by assisting colleagues and senior staff to support and meet the organisational objectives of the Library Plan and associated documents

Perform duties to ensure an efficient workflow and service to customers

Attend and participate in staff meetings and training

Maintain a cohesive working relationship with Member Council staff

3. Information Technology

Assist the Librarian with the promotion of electronic databases and virtual library services to all members of the community

Notify the Librarian of any information technology issues and problems within the branch

4. Collections

Under the guidance of the Librarian, maintain collections in accordance with the Collection Development Policy and established procedures

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Work performed is within Library guidelines and under general supervision

Deliver customer service as defined in the Customer Service Charter

Assist members to make informed collection choices and maximise their use of library technologies

JUDGEMENT AND DECISION MAKING

Ability to understand and work within Library guidelines, policies and procedures

Guidance and advice is always available

SPECIALIST SKILLS AND KNOWLEDGE

Proficiency in the use of information technology and software including Microsoft Office suite, web based systems and Library Management Systems

Ability to resolve low level computer based malfunctions

Proven ability to work with diverse members of the community

Ability to assist in the delivery of activities for all community members

Sound general knowledge and interest in books and reading

Ability to lift and carry light loads

MANAGEMENT SKILLS

Effective planning and managing of own work

Ability to understand organisational context

INTERPERSONAL SKILLS

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

Ability to work with a diverse range of people in helping them to meet their individual needs

Actively contribute to building and maintaining the library team, inviting trust and cooperation from fellow team members

QUALIFICATIONS AND EXPERIENCE

Victorian Certificate of Education or equivalent

Diploma in library studies or relevant tertiary qualification is highly desirable - or willingness to undertake study

Previous customer service experience

Current Victorian Drivers Licence

Working with Children Check / Police Check

KEY SELECTION CRITERIA

Demonstrated skills and ability to provide outstanding customer service to a diverse community

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 library team, inviting trust and cooperation from fellow team members

Ability to assist in the delivery of activities for all community members

Ability to recommend suitable collection choices to members and instruct them in their use of library technologies

Demonstrated understanding and experience in using information technology and software including Microsoft Office suite, web based systems and Library Management Systems

TERMS AND CONDITIONS

The Library Officer (casual) position is classified as a Band 3A within the Geelong Regional Library Corporation Enterprise Agreement 2013 and the salary is \$28.48 per hour plus a 25% casual loading in lieu of annual leave and sick leave.

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

The Enterprise Agreement 2013 provides for a spread of normal hours between Monday to Friday and Saturday mornings until 12 noon. Hours worked on Saturday afternoon and Sunday will attract penalty rates.

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 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 will be required as part of the normal rostered hours of duty of this position.

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 the website which provides further information and outlines the requirements when applying for a job with the Geelong Regional Library Corporation.

CLOSING DATE FOR APPLICATIONS

26 November 2017.