

POSITION DESCRIPTION

POSITION:	Library Officers
PRIMARY LOCATION:	2 Positions – Geelong West Library or Bannockburn Library
AWARD CLASSIFICATION:	Band 3
POSITION DURATION:	Permanent Part-time
HOURS OF DUTY:	Geelong West Library - 36.5 hours per fortnight Bannockburn Library - currently 20 hours per fortnight however a higher number of hours may be offered
CONDITIONS OF EMPLOYMENT:	Geelong Regional Library Corporation (GRLC) Enterprise Agreement (2013) and its successors
OCCUPANT:	Vacant
APPROVED BY:	Chief Executive Officer
DATE:	9 November 2017

POSITION OBJECTIVES

As part of the overall library services team, provide high quality, community focused library & information services and programs through the issuing, returning, display, shelving and promoting of library materials and the delivery of programs

Contribute towards a positive customer experience for all users of the library service

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

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

With previous experience and / or appropriate qualification 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 Geelong Library and Heritage Centre 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 RELATIONSHIPS

Reports to:	Branch Librarian
Directly supervises:	Not applicable
Internal Liaisons:	All staff
External Liaisons:	Library users Member Council staff Guests and visitors to GLHC

KEY RESPONSIBILITIES

1 Branch Services

Undertake circulation desk 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 process of withdrawal of library materials

Under the direction of the Branch 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

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 positive customer service to library users

Attend and participate in staff meetings and training

Maintain a cohesive working relationship with Member Council and co-tenants

3 Information Technology

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

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

Assist customers with basic information technology queries

4 Collections

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

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Work performed is within GRLC 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 GRLC guidelines, policies and procedures

Guidance and advice is available from the Branch Librarian and specialist staff as appropriate

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

Tertiary qualification which confers eligibility for Membership of Australian Library & Information Association or a relevant tertiary qualification is desirable

Previous customer service experience

Current Victorian Drivers Licence

Working with Children Check / Police Check

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

First Aid qualification or willingness to attain

KEY SELECTION CRITERIA

Victorian Certificate of Education or equivalent

Tertiary qualification which confers eligibility for Membership of Australian Library & Information Association or a relevant tertiary qualification is desirable

Demonstrated understanding of the role/s of the public libraries in communities and a community focused approach to service delivery

High level information technology skills including use of the Internet, word processing, library management systems

Demonstrated ability in the delivery of print and electronic information services

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 with an interest in the delivery of children's programs desirable for Belmont Library and Geelong West Library positions.

Ability to recommend suitable collection choices and instruct in the use of library technologies

Current Victorian Drivers Licence

Working with Children Check / Police Check

TERMS AND CONDITIONS

The Library Officer position is classified as a Band 3 within the Geelong Regional Library Corporation Enterprise Agreement 2013 and the salary is currently \$51,843 to \$57,455 pro rata 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.

Rostered hours will be determined by the Branch Librarian according to operational requirements and are subject to change. 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.

Appointment to this position is subject to the successful applicant being able to provide or willing to undergo a Police and 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 GRLC's website which provides further information and outlines the requirements when applying for a job with GRLC.

CLOSING DATE FOR APPLICATIONS

26 November 2017.