

## POSITION DESCRIPTION

<b>POSITION:</b>	Library Officer
<b>PRIMARY LOCATION:</b>	Geelong Library
<b>AWARD CLASSIFICATION:</b>	Band 3
<b>POSITION DURATION:</b>	Temporary Part-time (November 2014 to June 2015)
<b>HOURS OF DUTY:</b>	40 hours per fortnight
<b>CONDITIONS OF EMPLOYMENT:</b>	Geelong Regional Library Corporation Enterprise Agreement (2013) and its successors
<b>OCCUPANT:</b>	Vacant
<b>APPROVED BY:</b>	Executive Manager Corporate Services
<b>DATE:</b>	9 October 2014

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### 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, Geelong Regional Library Corporation (GRLC) is a cooperative venture with four municipalities: Borough of Queenscliffe, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire. Total population served is just over 260,000, through an extensive network of 16 branch libraries, 2 mobile libraries, a community library service and virtual library services. The Corporation is governed by a Board comprising Councillors from each of the member Councils. The Regional Library Support Centre delivers services on a regional basis via the branch, mobile and virtual network of libraries including specialist skills & knowledge, technical services and administrative support.

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 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**

<b>Reports to:</b>	<b>Branch Librarian Geelong</b>
<b>Directly supervises:</b>	Not applicable
<b>Internal Liaisons:</b>	All staff
<b>External Liaisons:</b>	Library users Member Council staff Guests and visitors to the libraries

## **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

### **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



Assist the Branch Librarian in delivering programs suitable for all community members

Notify the Branch 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 positive customer service to library users

Attend and participate in staff meetings and training

Maintain a cohesive working relationship with Member Council and, where relevant, co-tenants.

## **3. Information Technology**

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

Notify the Branch Librarian 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, 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 and willingness to deliver children's programs

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 \$48,116 to \$53,325 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.

A six month probationary period applies.

### ***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 work will 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