

POSITION DESCRIPTION

Position	Branch Librarian
Primary location	Geelong Library and Heritage Centre (GLHC) – Central Library
Award classification	Band 6
Position duration	Permanent full-time
Hours of duty	70 hours per fortnight
Conditions of employment	Geelong Regional Library Corporation (GRLC) Enterprise Agreement (2013) and its successors
Occupant	Vacant
Approved by	Chief Executive Officer
Date	7 March 2017

POSITION OBJECTIVES

Lead, develop and coach individuals and capable teams to deliver exemplary services and programmes optimising customer and visitor experiences at the GLHC

Promote and model a human-centred approach to the delivery of exceptional customer experience

Provide high quality community focused library & information services and programs

Develop and nurture partnerships with relevant community stakeholders

Carry out administrative and service operations of the Central Library

Fulfil GRLC's objectives in accordance with approved plans, policies, procedures and guidelines

Contribute to GRLC forward planning processes, particularly in relation to the needs of the Central Library

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 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	Manager, Geelong Library and Heritage Centre
Directly supervises	Central Library staff Relief staff Tertiary work placements Work experience students Volunteers
Internal liaisons – primary	Manager, Events and Programming Manager, Children's and Youth Services Venue Hire Activator Manager, Heritage Services Heritage Reading Room Coordinator
Internal liaisons – secondary	All staff
External liaisons	Library users Education sector Community sector Victorian public library colleagues External suppliers, contractors and service providers Cultural precinct organisations Member Council staff Guests and visitors to the libraries

KEY RESPONSIBILITIES

1. Branch Services

Lead, develop and coach individuals and capable teams to deliver exemplary services and programmes optimising customer and visitor experiences at the GLHC

Adopt and model a human-centred approach that ensures positive customer experience

Develop and maintain staff rosters that optimise staffing resources across a multi-level building

Allocate staff to levels of the building responding to customer demand on a day to day basis

Actively support Central Library staff in day to day operations as required

Ensure optimal access to the collection for customers through the curation of a display rich, ever changing arrangement of collections and digital resources, replenished throughout opening hours

Optimise the available technology providing effective and professional print & electronic reference & information services and programs to all library users

Provide general library & user education programs for all ages e.g. library tours, technology demonstrations

Ensure safe, clean and welcoming physical environment, notifying relevant maintenance contacts in relation to the repair and maintenance of the library and follow up as required

Oversee the implementation of library policies and procedures

2. Lifelong Learning

In conjunction with the Manager, Events & Programming and the Manager, Children's and Youth Services:

- Assist in the development and delivery of lifelong learning events and programs for children, youth and adults covering a range of literary and literacy events, programs and activities that encourage enthusiasm for reading and writing across all age groups whilst increasing the GRLC's and GLHC's profile and reputation
- Assist in the development and implementation of innovative and developmentally appropriate children's and youth services programs and activities including regular programs and national events such as Book Week
- Actively consult and form positive partnerships with community individuals, groups, agencies and organisations to ensure relevance and reach of programs

3. People and Teams

Work proactively and cooperatively as part of the GLHC leadership team

Provide positive leadership to Central Library staff

Participate in staff reviews and prepare an annual work plan to support organisational objectives

Administer rosters and leave relating to Central Library staff

Ensure all staff under supervision are trained in safe work practices and operation of equipment and are aware of all OHS policies and procedures

Participate in and perform duties required by various library teams, such as collection services, events and programming, children's programs, marketing and promotions, outreach

Maintain and continually develop professional awareness through reading of professional and other relevant literature and attendance at professional meetings and seminars

Attend and participate in staff meetings

Where applicable promote cohesive working relationships with Council staff, liaising as required regarding facility operational issues

4. Information Technology

Provide information technology services and programs that optimise the Central Library's technology offer

Promote the use of electronic databases and virtual library services to all members of the community

Troubleshoot information technology issues and problems as first port of call

Communicate with specialist staff to ensure that information technology hardware and software programs are maintained at optimum level and with minimum downtime

5. Collections

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

Ensure fast access for members to new materials

Participate in print and electronic collection development by providing suggestions and advice regarding local community needs to specialist staff

Provide reader development services and participate in the promotion of literature based programs

6. Outreach

Build and nurture positive relationships with key community stakeholders

Proactively promote library services widely in the community

Where appropriate undertake outreach visits to promote library services including Community Centres and Neighbourhood Houses and other appropriate organisations and groups

Plan and organise regular introductory visits by local community groups

Display current promotional material appropriately and effectively

7. Budget

Daily money handling and associated record keeping and reporting
Monitor branch expenditure in accordance with the budget
Make recommendations for capital, operational and budget considerations

8. Reporting

Submit clear and concise reports including monthly and annual operational reports within organisational timelines and requirements

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Supervise Central Library resources, staff and customer experience
Supervise the Central Library within GRLC policy and guidelines.
Report to Manager, Geelong Library and Heritage Centre, regarding implementation of work plans, strategic actions and plans

JUDGEMENT AND DECISION MAKING

Deliver work plans and actions based on agreed resources and alternatives
Use previous experience and agreed protocols when making decisions
Guidance from the Manager, Geelong Library and Heritage Centre, is available as required

SPECIALIST SKILLS AND KNOWLEDGE

Awareness of and ability to implement library policies and strategies
Demonstrated ability in the delivery of information and circulation services
Sound general knowledge and interest in reader and literacy development
Ability to plan, develop and conduct community programs & activities
High level skills in information technology and software including Microsoft Office suite, web based systems, library management system applications and willingness to embrace emerging technologies
Knowledge of and interest in latest developments in public library trends, information technology and provision of virtual library services
Ability to analyse and troubleshoot equipment and software malfunctions
Demonstrated ability to supervise staff and lead, develop and coach individuals and capable teams

MANAGEMENT SKILLS

Ability to manage time effectively, prioritise and plan own work and that of staff in order to achieve GRLC and GLHC objectives

Ability to contribute to continuous improvement within the Library's strategic and policy context

Proven ability to work independently as a constructive and flexible team member

An understanding of the organisational context including procedures and policies relating to the library and the goals of GRLC

INTERPERSONAL SKILLS

Highly developed interpersonal and written communication skills

Ability to develop and maintain partnerships with key stake holders

Conflict resolution skills

Ability to liaise effectively and sensitively with a diverse community

Appreciation of how public libraries contribute to developing sustainable communities

QUALIFICATIONS AND EXPERIENCE

Tertiary qualification which confers eligibility for Associate Membership of Australian Library & Information Association

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

Current Victorian Drivers Licence

First Aid qualification or willingness to attain

KEY SELECTION CRITERIA

A tertiary qualification which provides eligibility for Associate Membership of Australian Library & Information Association

Demonstrated understanding of the role of public libraries and a community focussed and human-centred approach to service development and delivery

Ability to implement a range of public library programs and activities in the context of community building, lifelong learning and literacy development

High level communication & interpersonal skills, including the capacity to build relationships with diverse community members and to foster and maintain positive partnerships with key stakeholders

Demonstrated ability to supervise staff and lead, develop and coach individuals and capable teams

Commitment and ability to work effectively in a team based environment as well as ability to work independently

Demonstrated ability in the delivery of print and electronic information services utilising high level information technology skills including use of the Internet, word processing, library management systems

Current Victorian Drivers Licence

Current Working with Children Check

TERMS AND CONDITIONS

The Branch Librarian is classified as a Band 6 within the Geelong Regional Library Corporation Enterprise Agreement 2013 and the salary is currently \$77,960 - \$84,434 plus superannuation.

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

The Enterprise Agreement 2013 provides for a spread of normal hours between Monday to Friday and Saturday mornings until 12 noon. The Agreement further recognises that the weekend operating hours of GRLC will extend to Saturday after 12 noon and Sundays. 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 Police and Working with Children checks.

A six month probationary period applies.

SPECIAL CHARACTERISTICS

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

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

2 April 2017