

## **POSITION DESCRIPTION**

Position	Information Resources Librarian
Primary location	Geelong Library and Heritage Centre (GLHC) – Central Library
Award classification	Band 5
Position duration	Permanent full-time/Permanent part-time positions
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	Executive Manager Corporate Services
Date	27 July 2015

## **POSITION OBJECTIVES**

To use, understand, anticipate and respond to developments in online information retrieval in order to confidently deliver print and online information services to library customers.

To understand the information needs of customers, their capabilities and constraints.

To provide learning opportunities in the areas of reader and literacy development as well as online information resources.

To support the library-wide implementation of technology and eResources.

To develop and deliver information retrieval and technology training programs and individual support to library staff and customers.

To support the Branch Librarian in their day to day activities and be prepared to act in their position if required.

To develop and nurture partnerships with relevant stakeholders.

To contribute to GRLC forward planning processes particularly in relation to emerging technologies, devices and online information resources.

To actively promote the library as a dynamic and integral part of the community by offering information and technologies service excellence.

To fulfil the organisational objectives in accordance with approved plans, policies, procedures and guidelines.

## 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 Queenscliff, 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 Information Resources 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

<b>Reports to:</b>	<b>Manager, Collection and Information Services</b> regarding implementation of information services strategic actions and work plans. <b>Branch Librarian</b> regarding branch operational strategic actions and work plans.
<b>Directly supervises:</b>	N/A
<b>Internal Liaisons:</b>	Information Resources team Digital Services team All staff
<b>External Liaisons:</b>	Library users, visitors and guests Community groups

Formal and informal local education providers  
City of Greater Geelong Customer Service staff  
Colleagues from other public libraries

## **KEY RESPONSIBILITIES**

### **1. Training**

Source, deliver and evaluate digital literacy programs for library staff, organisations and community members including the provision of training materials.

Maintain and continually develop own professional awareness of current and upcoming trends and developments

### **2. Library Services and Customer Experience**

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

Undertake customer service duties as rostered in any branch of the library service

Provide both general and specific education programs for all ages eg library tours, internet demonstrations, use of mobile devices, navigating the website, etc

Contribute to the promotion, marketing and co-ordination of online and information resources

Contribute to the development and implementation of innovative information services training programs and resources

### **3. Outreach**

Proactively promote library services widely in the community

Collaborate with other relevant staff in the planning and organising of visits to the library by local community groups

Identify and approach local community organisations who could benefit from digital literacy training programs

### **4. People and Teams**

Maintain a safe and friendly environment, respecting individual needs of stakeholders

Establish and maintain effective relationships with key stakeholders

Participate in duties required as part of the Geelong Regional Library Corporation team

Contribute to the successful operation of the library service by assisting colleagues and senior staff to support and meet the organisational objectives, goals and strategies of corporate plans

In accordance with GRLC performance planning, development and review processes participate in performance reviews and prepare an annual work plan to support organisational objectives

Attend and participate in staff meetings

Contribute to customer focus, community orientation and team spirit in the delivery of all library services

Supervise casual workers involved with the program from time to time

## **7. Reporting**

Report on the evaluation of programs and activities in keeping with GRLC reporting requirements and provide other reports as required

### **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

Ability to provide advice/service as delegated

Authority to create and deliver digital literacy programs

Report to the Manager, Collection and Information Services and Branch Librarian regarding implementation of relevant 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 is available as required

### **SPECIALIST SKILLS AND KNOWLEDGE**

Well-developed knowledge and understanding of websites and online information sources including family history.

Ability to develop technology-based training programs and services.

High level of skill and expertise in technology devices, resources and applications.

Experience in training development, presentation and evaluation.

Ability to work with, understand and anticipate the needs of library customers.

An understanding of the principles of adult learning.

Demonstrated ability to deliver information services, including anticipating and responding to emerging trends in reader and literacy development.

Knowledge of and interest in latest developments in public library trends, information technology and provision of virtual library services.

High standards of safety consciousness with regard to staff and public, and respect for personal and corporate property and equipment.

### **MANAGEMENT SKILLS**

Ability to manage time effectively, prioritise and plan own work to achieve library objectives

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

Proven ability to work independently and constructively and to contribute effectively as a 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, presentation 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

Ability to support and work effectively with community groups and other members of the community, as well as part of a multi-disciplinary team

### **QUALIFICATIONS AND EXPERIENCE**

Degree or graduate diploma in a relevant discipline

Experience or qualification in training highly regarded

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

Current Victorian Drivers Licence

### **KEY SELECTION CRITERIA**

Degree or graduate diploma in a relevant discipline

Demonstrated understanding of the role of the modern customer-driven public library

Demonstrated experience in planning, development, management, implementation and evaluation of information retrieval and digital technology, programs, devices and activities.

Sound general knowledge and interest in reader development, literacy and digital literacy development

Skills and expertise in Indigenous cultural programs or multicultural services or disability access desirable.

Effective presentation skills and experience in developing and delivering training sessions

Experience with fulfilling a responsible role within a team

High level communication and interpersonal skills including the capacity to relate to people of all backgrounds and ages

Current working with children check

Current Victorian Drivers Licence

## **TERMS AND CONDITIONS**

The Information Resources Librarian is classified as a Band 5 within the Geelong Regional Library Corporation Enterprise Agreement 2013 and the salary is currently \$62,420 - \$71,780 per annum plus superannuation.

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

Physical work and correct 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 GRLC.

## **CLOSING DATE FOR APPLICATIONS**

Sunday 9 August 2015