

POSITION DESCRIPTION

Position	Library Officer
Primary location	Geelong Library and Heritage Centre (GLHC) – Central Library
Award classification	Band 3
Position duration	4 x Permanent Part-time (0.5 EFT) 3 x Temporary Part-time (0.4 EFT) - March to 30 June 2017
Hours of duty	70 hours per 28 day cycle (0.5 EFT) 56 hours per 28 day cycle (0.4 EFT)
Conditions of employment	Geelong Regional Library Corporation (GRLC) Enterprise Agreement (2013) and its successors
Occupant	Vacant
Approved by	Chief Executive Officer
Date	22 February 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

Adopt and model a human-centred approach that ensures 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 on duty – Geelong Library and Heritage Centre**

Directly supervises: Not applicable

Internal Liaisons: All staff

External Liaisons: Library users
Member Council staff
Guests and visitors to GLHC

KEY RESPONSIBILITIES

1. Central Library Services

Provide general customer support regarding directional enquiries, membership and use of GLHC technology.

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 on duty, 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 on duty in delivering programs suitable for all community members.

Notify the Branch Librarian on duty regarding repairs and maintenance.

Ensure all tasks are completed within designated timeframes.

2. Returns Room

Process incoming returned items and return items to shelves on multiple levels of GLHC.

Retrieve items from stack on demand.

Prepare items for transfer to other branches.

Assisting with telephone enquiries.

3. 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.

4. 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.

5. 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

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 Geelong Library & Heritage Centre is open 7 days per week from 8am to 8pm Monday to Friday and from 10am to 5pm on weekends. All staff will work to a roster that includes evenings and weekends. 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 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