

## POSITION DESCRIPTION

<b>POSITION</b>	<b>Collection Access Officer</b>
<b>LOCATION</b>	Regional Library Support Centre, Level 4, Geelong Library and Heritage Centre
<b>AWARD CLASSIFICATION</b>	Band 4
<b>HOURS OF DUTY</b>	Permanent, part-time, 45.6 hours per fortnight
<b>REPORTS TO</b>	Manager, Content and Access
<b>APPROVE BY</b>	Executive Manager, Digital Solutions and Innovation
<b>Date</b>	January 2022

### ORGANISATIONAL CONTEXT

The Geelong Regional Library Corporation's (GRLC) purpose is to provide *a thriving public library service that boosts our communities' health, prosperity, connectedness and belonging*. This is particularly pertinent as we contribute to the recovery of the region during and post pandemic.

We are a consistently recognised leader in Victoria's public library sector and provide services across the five local government areas that are part of the G21 region. This includes 19 libraries and 3 mobile library services.

We aspire to be regional leaders in technology and innovation so that, as the custodians and distributors of accumulated knowledge and resources, we can ensure universal access for everyone, whether online, in our libraries, or through outreach and innovative partnerships.

We create safe and welcoming spaces for everyone and host a rich calendar of learning and cultural programs and events with live audiences and via online platforms.

We continue to embed an organisational culture that is curious, caring, skilled and confident to experiment during these transformative times.

We are focussed on establishing strategic frameworks and systems that will ensure we are known as a sustainable, well governed and future focussed organisation.

### POSITION OBJECTIVES

To provide efficient and effective workflows associated with the acquisition, cataloguing and processing of library materials in line with community needs

Create and maintain accessible and accurate database records complying with set cataloguing standards

Ensure that the community have timely and accurate access to materials

Provide information services to library staff and users including reader development and support in eResources

Support the delivery of reference and information services throughout the region

Perform all tasks associated with the provisions of inter library loans to meet the information needs of the community

Effectively implement product developments, process management strategies and practices

Contribute to the ongoing success and coordination of the book club sets

Positively contribute to and participate as a member of the Content and Access Team by providing ongoing and regular feedback on collection and interlibrary loan service practices, systems, processes and their documentation

Support the objectives of the Geelong Regional Library Corporation (GRLC) as identified in the Library Plan and in accordance with approved plans, policies, procedures and guidelines

## ROLE RESPONSIBILITIES

### 1. Cataloguing

Copy and original cataloguing of print and non-print materials including the timely delivery of items on reservation

Ensure the accuracy of the bibliographic database by performing authority file maintenance and correction of errors

### 2. Acquisitions

Perform acquisitions functions including ordering and receiving using systems in a manner promoting effective and efficient workflow

Provide status reports to the Manager, Content and Access as required

Receipt and unpack materials deliveries reconciling and disseminating invoices

Catalogue and process library materials including serials as required

Perform ad hoc ordering and associated tasks as required

### 3. Processing

Perform materials processing functions using appropriate methods and products to facilitate accurate and timely delivery of materials throughout the Library network

### 4. Reference and Information Services

Provide timely assistance and advice to customers in locating information and materials

Utilising Library Link and/or other relevant networks, acquire and deliver inter-library lending items in accordance with policies and guidelines

Assist the Manager, Collections and Information Services with the provision of reference and information services as required

Contribute to the ongoing success and coordination of the library book club sets

Maintaining reader development resources and lists for customers

### 5. People and Teams

Contribute to the successful operation of the Content and Access Team and Business Systems & Innovation Team by assisting colleagues and senior staff in meeting stated goals and objectives

Collaborate with other staff to ensure effective and efficient workflow of materials for delivery to Library branches

Answer incoming telephone calls and respond to emails as required maintaining excellent customer relations

## 6. Reporting

Maintain appropriate materials data and statistics for reporting purposes

Submit clear and concise basic monthly and annual collection materials reports

Provide ad-hoc reports as required with support as required from the Manager, Content and Access

## 7. Organisational Responsibilities

Ensure awareness and adherence to the Corporation's agreements, objectives, policies, procedures and operating guidelines

Attend appropriate training and meetings as required

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

Contribute to the successful operation of the GRLC by assisting colleagues to support and meet the organisational objectives, goals and strategies of the Library Plan

In accordance with GRLC performance planning, development and review processes, participate in staff reviews and contribute to the preparation of work plans supporting organisational objectives

Effectively implement product developments, process management strategies and practices

Adhere to Occupational Health and Safety Policies including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes

Practice and promote EEO principles by treating fellow staff fairly and equitably and without discrimination and harassment

Promote a positive image of the Library to the community through professional standards of personal presentation and through the provision of services/advice in a courteous manner

### CLASSIFICATION DEFINITIONS

#### ACCOUNTABILITY AND EXTENT OF AUTHORITY

Accountable for the efficient and effective delivery of the key responsibilities outlined in this position description and has the authority to carry out these responsibilities

Responsible for providing information and feedback relating to the supply of Library Materials, Interlibrary Loan Services including delivery methods, adherence to policies, procedures and guidelines

Responsible for the adherence to GRLC's Privacy policy and associated legislation

Extent of authority governed by Library Policy and Procedure with discretion available within standard recognised practices and processes

### **JUDGEMENT AND DECISION MAKING**

Duties are carried out within a defined range of objectives, procedures and guidelines

Selection of appropriate techniques may be required from a range of alternatives

Timely guidance and counsel is available

### **SPECIALIST SKILLS AND KNOWLEDGE**

Well-developed knowledge, understanding and practical application of cataloguing and processing standards, deliveries, rules and methods

Demonstrated ability in the delivery of information services including interlibrary loans

Proficient in the use of Internet including accessing supplier databases

Demonstrated expertise in the use of automated Library Management Systems (LMS)

Highly capable in the use of computer technology skills including Microsoft Office applications

Ability to analyse and troubleshoot low level equipment and software malfunctions

Awareness of current trends and issues in public libraries

Ability to lift and carry light loads

### **MANAGEMENT SKILLS**

Ability to effectively plan work, prioritise duties and use own time to achieve organisational objectives

Ability to positively contribute to a dynamic library service and support change within a wider organisational context

Ability to assist other employees by providing on the job training and guidance relating to areas of responsibility

### **INTERPERSONAL SKILLS**

Verbal proficiency to gain the understanding and cooperation of library customers, suppliers and work colleagues

Ability to disseminating information, exchanging views and resolving problems while maintaining positive working relationships

Oral and written skills to effectively communicate with library staff, suppliers and other key stakeholders

Proven ability, flexibility and motivation to work as an effective team member

Ability to liaise effectively and sensitively within a diverse community

### **QUALIFICATIONS AND EXPERIENCE**

Qualification which confers eligibility for Personal Membership - Professional of the Australian Library and Information Association

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

Experience in the delivery of collection and interlibrary loan services

Current Victorian Drivers Licence

Covid-19 Vaccine certificate

#### KEY SELECTION CRITERIA

A relevant qualification and/or relevant experience essential with eligibility for Personal Membership - Professional of the Australian Library and Information Association highly desirable

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

Experience in the delivery of collection and inter-library loan services preferably in a public library with recent experience highly desirable

Ability to provide information services to library staff and users

Demonstrated proficiency in the use of information technology and software including Library Management Systems, web based searching, Microsoft Office Suite incorporating Intermediate Level Excel

Proficient written and oral communication skills with the capacity to relate to people within a diverse community, to gain the understanding and cooperation of library customers, suppliers and work colleagues

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

Current Victorian Drivers Licence

#### OTHER RELEVANT INFORMATION

- The Collection Access Officer is classified as a Band 4 within the Geelong Regional Library Corporation Enterprise Agreement 2017 and the salary is currently \$61,790 to \$66,717 pro rata 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.
- GRLC is a child safe, and child friendly organisation committed to ensuring that all children who visit our libraries have the right to feel and be safe. Appointments to positions are subject to successful applicants providing positive Working with Children and Police checks.
- GRLC values equal opportunity and strives to create an inclusive and welcoming work environment that represents the diverse community we service. Applicants from Aboriginal and Torres Strait Islander people are encouraged to apply.
- We encourage expressions of interest and applications from people with a lived experience of disability, or long-term illness or injury and people of all abilities, cultures, age, sex and gender.
- A six-month probation period applies.

#### APPLICATION PROCESS

Applications marked “private and confidential” including a covering letter, CV and two professional referees should be forwarded by email to:

Shane Brown, People Coordinator [jobs@grlc.vic.gov.au](mailto:jobs@grlc.vic.gov.au)

Enquiries: Shane Brown, People Coordinator, 03 4201 0511

**Applications close 11 February 2022**