

POSITION DESCRIPTION

POSITION	Mobile Library Officer
SECTION / WORK UNIT	Library Services and Customer Experience
LOCATION	As required
AWARD CLASSIFICATION	Band 4
HOURS OF DUTY	Permanent, part-time, 58.5 hours per fortnight
CONDITIONS OF EMPLOYMENT	Geelong Regional Library Enterprise Agreement (2017) and its successors
REPORTS TO	Area Manager, Colac Otway and Outreach Services
OCCUPANT	Vacant
APPROVED BY	Executive Manager, Community Experience
DATE	October 2021

GEELONG REGIONAL LIBRARY CORPORATION

Established in 1997, the Geelong Regional Library Corporation (GRLC) is a consistently recognised industry leader in Victoria. Leading the way to enable our community to thrive, we take our mission to heart to be an exemplary library service and create opportunities for our community to read, learn, work and connect with each other and the world.

Not only are we the custodians and distributors of accumulated knowledge and resources, we are also leading the way in all things technology and innovation to ensure inclusive access of this knowledge for all of us to be enriched, empowered and inspired in our lives.

We enable a safe space for all users to have the best library experience at all ages and have an incredibly rich calendar of learning and cultural programs throughout our network inclusive of the Geelong Library and Heritage Centre, our 19 community branches and 3 mobile libraries across 5 local government areas.

We are honoured to undertake delivering on our important responsibilities and proud of strong established relationships based on respect, care and kindness.

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
- Assist in the delivery of library services within member councils by operating mobile libraries as required

ROLE RESPONSIBILITIES

1 Mobile Services

Assist in the delivery of library services within member councils by operating mobile libraries as required.

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 withdrawal of library materials prior to deselection?

Under the direction of the Area Manager, Colac Otway and Outreach Services assist in the provision of other duties which may include but are not limited to community programs, administrative duties and outreach services ?

Ensure collections and the vehicle are presented and maintained in an attractive, orderly, safe and secure manner promoting usage?

Notify maintenance staff and the Area Manager, Colac Otway and Outreach Services in relation to mechanical/physical maintenance of the vehicle

Ensure the vehicle is in a safe and functional condition

Ensure all tasks are completed within designated timeframes

Manage the Self-Check-out unit and returns chute at the Smythesdale Community Centre and promote the service to the community.

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 co-tenants?

3 Information Technology

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

Notify the Area Manager, Colac Otway and Outreach Services of any information technology issues and problems at the Mobile Library

Assist customers with basic information technology queries

4 Collections

Under the guidance of the Area Manager, Colac Otway and Outreach Services maintain collections in accordance with the Collection Development Policy and established procedures

CLASSIFICATION DEFINITIONS

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Delivery and operation of the Mobile Library service according to set timetable

Work performed is within Library guidelines and under general supervision

Deliver a positive customer service experience

Follow organisational policies, procedures, standards and objectives

Accountable for ensuring the Service is available at advertised times and locations

Responsible for the safety and security of the vehicle and contents

Responsible for the safe and accurate handling of monies including the accuracy of receipting and reconciling income

JUDGEMENT AND DECISION MAKING

Responsible for the direct delivery of a Mobile Library service

Ability to understand and work within Library guidelines, policies and procedures

Objectives of the position are well defined but independent decision-making skills are required in the provision of routine services and vehicle problem resolution

Guidance and advice is readily available from the Area Manager, Colac Otway and Outreach Services on matters other than routine operational issues

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

Awareness of child safety within the workplace

Ability to lift and carry light loads- wouldn't this be specified in the physical requirements of the job?

MANAGEMENT SKILLS

Effective planning and managing of own work to meet deadlines

Ability to work unsupervised and work according to relevant policies including loan worker policies

Demonstrated ability to manage own time, plan and organise own and / or others work and / or resources.

Ability to set priorities, manage time and available resources to achieve goals and set timelines

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

OCCUPATIONAL HEALTH & SAFETY

Take every reasonably practicable step to ensure your health and safety, and the health and safety of all others that may be affected by your work

Comply with all relevant legislation and regulation, as well as GRLC policies and procedures and reasonable work instructions

Ensure that all hazards, unsafe conditions, incidents and near misses are reported promptly and within set timeframes

Participate as appropriate in an early and safe return to work program after a workplace injury

Participate in the improvement of health and safety, including incident investigations and risk management processes

Maintain knowledge of OHS issues relevant to your work

ESSENTIAL QUALIFICATIONS AND EXPERIENCE

Victorian Heavy Rigid Driving Licence

Victorian Certificate of Education or equivalent

Previous customer service experience

Current Working with Children Check / Police Check

First Aid qualification or willingness to attain

KEY SELECTION CRITERIA

1. Demonstrated understanding of the role of Mobile Library services within regional communities.
2. Proficient information technology skills including use of the Internet, word processing, library management systems
3. Ability to communicate consistent and accurate information to staff, customers and visitors; whether in person, in writing or by telephone
4. Demonstrated ability to uphold GRLC's values and behaviours in the workplace
5. Exceptional customer service and relationship-building skills with GRLC customers
6. Basic IT skills including Microsoft Windows and Outlook and ability to learn and navigate new IT systems and programs
7. Ability to prioritise work and meet deadlines

8. Demonstrated ability to work collaboratively in a team
9. Well-developed OHS skills to ensure the safety of self and others accessing mobile libraries

ORGANISATIONAL RESPONSIBILITIES

1. Library Plan

- Contribute to the achievement of the vision, mission and goals through the strategies and actions articulated in the Library Plan:
 - 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.

2. Occupational Health & Safety

- Adhere to all 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.
- 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.

3. Culture

- Contribute to a more flexible, resilient and proactive culture by participating in organisational teams including the Strategic Leadership Group and the Library Services Team.
- 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 and efficient manner
- Ensure awareness and adherence to all Geelong Regional Library Corporation policies and procedures.

ORGANISATIONAL RELATIONSHIPS

Reports to: Area Manager, Colac Otway and Outreach Services

Directly supervises: Shelver

Internal Liaisons: All staff

External Liaisons:
Library users
Member Council Staff
Guests and visitors to GRLC

OTHER RELEVANT INFORMATION

- The Mobile Library Officer position 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 determined in the Enterprise Agreement. Annual, sick and long service leave accruals will apply pursuant to the Enterprise 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.

APPLICATION PROCESS

Applications marked “private and confidential” including a covering letter, curriculum vitae, statement addressing the key selection criteria and two professional referees should be forwarded by email to:

Allison Elsey, Area Manager, Colac Otway and Outreach Services jobs@grlc.vic.gov.au

Enquiries: Shane Brown People Coordinator 03 4201 0511

Applications close: COB 22 October 2021