

POSITION DESCRIPTION

POSITION	BRANCH LIBRARIAN
SECTION / WORK UNIT	Library Services and Customer Experience
LOCATION	Apollo Bay
AWARD CLASSIFICATION	Band 5
HOURS OF DUTY	Permanent, Part-Time, 16.5 hrs per week
CONDITIONS OF EMPLOYMENT	Geelong Regional Library Enterprise Agreement (2017) and its successors
REPORTS TO	Library Coordinator, Colac & Apollo Bay
OCCUPANT	Vacant
APPROVED BY	Executive Manager Library Services and Customer Experience
DATE	May 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 16 community branches and 2 mobiles libraries across 4 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

- Develop, deliver and evaluate an innovative range of outreach services to increase membership, awareness and access to library services with a particular focus on remote and vulnerable members of the community.
- Lead staff in the delivery of high quality customer service that is responsive to community needs, at library facilities and outreach points
- Develop and nurture partnerships with relevant community stakeholders
- Carry out administrative and service operations of the Branch Library

- Fulfil the objectives of the GRLC service in accordance with approved plans, policies, procedures and guidelines.
- To understand the information needs of the customers, their capabilities and constraints.

ROLE RESPONSIBILITIES

1. Customer Service

- As a library customer service shift supervisor, provide leadership to staff in the delivery of high quality customer service in the branch or outreach vehicle to ensure customers have a positive experience characterised by active engagement.
- Participate in rostered library customer service shifts at library facilities and proactively engage with customers to maximise their use of resources, equipment, technology and online platforms.

2. Branch Services

- Administration and maintenance of library including supervision of staff, reference, circulation, service and program provision, collection management & maintenance, record keeping & reporting, money handling
- Ensure safe, clean and welcoming physical environment
- Undertake circulation and information desk duties as rostered
- Provide 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, internet demonstrations, children's programs, book groups
- Notify 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
- Promote the use of display case facilities, process meeting room bookings, and ensure the facility is adequately maintained
- Day to day problem resolutions
- Day to day logistics of activities and tasks delivery

3. Lifelong Learning

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

4. People and Teams

- Provide positive leadership and supervision for branch staff
- Promote a customer-centred focus, community orientation and team spirit in the delivery of all library services
- Ensure staff understand and demonstrate library policies and procedures
- 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
- Participate in staff reviews and prepare an annual work plan to support organisational objectives
- 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
- 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
- The management of compliance training
- Annual performance in partnership with Manager CYS/Content and Access
- Formal performance management in partnership and with the support of Manager CYS/Content and Access
- Leave approval depending on Branch operations
- Liaising with Manager CYS/Content and Access

5. Information Technology

- Provide information technology services and programs including access to the internet and software packages
- 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

6. 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

7. 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 to 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

8. Budget

- Monitor branch expenditure in accordance with the budget
- Make recommendations for capital, operational and budget considerations

9. Reporting

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

CLASSIFICATION DEFINITIONS

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Supervise Branch Library resources, staff and customer service.
- Supervise Branch Library within GRLC policy and guidelines.
- Report to Area Manager 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 experience and agreed protocols when making decisions.
- Guidance from the Library Coordinator 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
- 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 branch staff and lead and develop individuals

MANAGEMENT SKILLS

- Ability to manage time effectively, prioritise and plan own work and that of staff in order to achieve Library 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
- Ability to effectively lead staff in the delivery of branch services and when rostered as shift supervisor.
- Sound supervisory skills and ability to prioritise workflows and resolve customer issues in a busy customer service environment.
- Sound ability to supervise and provide support to staff with training or implementation of policies and procedures.

INTERPERSONAL SKILLS

- Demonstrated customer service skills with the ability to confidently and actively engage with customers to discuss and resolve issues and problem behaviour.
- Sound communication skills with the ability to develop rapport and work effectively with a broad range of stakeholders from diverse backgrounds, including staff, general public, schools, community organisations and industry networks.
- 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.
- Ability to work in a team environment and gain cooperation from staff, members of the public and community groups.
- 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/s of public libraries in communities and a community-centred approach to service 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 lead and supervise staff in a customer focused environment.
- Commitment and ability to work effectively in a team based environment as well as the 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

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
- 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:	Library Coordinator, Colac & Apollo Bay
Directly supervises:	Local branch staff as rostered Work placement and work experience students
Internal Liaisons:	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

OTHER RELEVANT INFORMATION

- The Branch Librarian position is classified as a Band 5 within the Geelong Regional Library Corporation Enterprise Agreement 2017 and the salary is currently \$68,774 to \$79,087 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 three professional referees should be forwarded by email to:

Shane Brown, People Coordinator at jobs@grlc.vic.gov.au

Enquiries: Elise Wilson, People and Payroll Officer, 03 4201 0512

Applications close 23 May 2021