

## POSITION DESCRIPTION

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| <b>POSTION</b>                  | <b>COLLECTION SUPPORT AND INFORMATION SERVICES OFFICER</b>          |
| <b>SECTION/WORK UNIT</b>        | Collections and Information Services                                |
| <b>AWARD CLASSIFICATION</b>     | Band 5  |
| <b>HOURS OF WORK</b>            | Permanent Full-time 76 hours per fortnight                          |
| <b>CONDITIONS OF EMPLOYMENT</b> | Geelong Regional Library Enterprise Agreement (2020) and successors |
| <b>REPORTS TO</b>               | Manager, Collections and Information Services                       |
| <b>OCCUPANT</b>                 | VACANT  |
| <b>APPROVED BY</b>              | Chief Operating Officer   |
| <b>DATE</b>                     | September 2022  |

### WHO WE ARE

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 our 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, with five new libraries planned to open by 2025.

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 transformative frameworks and systems that will ensure we are known as a sustainable, well governed, and future focussed organisation.

**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 in our growing region, whether online, in our libraries, or through outreach and innovative partnerships.**

## POSITION OBJECTIVE

Support the development of high quality, relevant and community focused library collections, including special collections located at the Geelong Library and Heritage Centre

Administration of print, multimedia and electronic collections

Contribute to monitoring and evaluation of collections using evidence-based stock management and according to community need and demand based on analysis of community demographics and trends

Support the management of the collections according to established policies, standards, guidelines and procedures

Assist with Collection Access reporting requirements by submitting clear and concise reports as required by the Manager, Collections and Information Services.

Assist the Manager, Collections and Information Services in the efficient delivery of Collection project outcomes for the GRLC.

Support the implementation of GRLC's objectives as identified in the Library Plan and in accordance with approved plans, policies, procedures and guidelines.

Positively contribute to and participate as a member of the Collections and Information Services Team.

## ROLE RESPONSIBILITIES

### **Collections and Information Services**

Work within the Collection Development Policy and apply standards, guidelines and procedures to develop the regional collection in response to customer requests including selection/deselection, maintenance and stock rotation

In conjunction with the Manager, Collections and Information Services, plan and implement stock movements related to building infrastructure projects

Under the direction of the Manager, Collections and Information Services provide input into the planning and procurement process for Opening Day Collections in new branches

Provide efficient administration of print, multimedia and electronic collections, including any required cataloguing, processing and repairs

Support and assist staff to manage the collections according to established policies, standards, guidelines and procedures by reviewing the Collections and Information Services procedures annually and developing new procedures as necessary

Provide support to branches to enable promotion of the collection through events, programs and displays through the provision of marketing resources sourced from suppliers

Work with the Manager, Collections and Information Services to promote the use of collections to members of the community through a variety of methods and means

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

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

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

Perform ad hoc ordering and associated tasks as required

Support the reader development programs through the timely provision of materials required to encourage reading and early year's literacy in the community

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

### **People and Teams**

Contribute to the successful operation of the Collections and Information Services Team by assisting colleagues and senior staff in meeting stated goals and objectives

Demonstrate the ability to work within a team with enthusiasm and flexibility to achieve quality customer service outcomes

Demonstrate the ability to work with, understand and anticipate the needs of library staff

(Establish and) Maintain effective working relationships with key stakeholders

Answer incoming telephone calls and respond to emails as required.

Positively participate in annual and biannual individual and team performance reviews

### **Reporting**

Maintain records of supplier performance against contract requirements and provide timely reports to the Manager, Collections and Information Services

Regularly submit clear and concise statistical and operational reports according to organisational timelines and information requirements as required or requested

Accurately maintain appropriate statistics for reporting purposes

### **Budget**

Contribute to the planning and monitoring of the Collections and Information Services budget

Processing and tracking of invoices in a timely manner, or as instructed by Manager, Collections and Information Services

## **CLASSIFICATION DEFINITIONS**

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

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

Responsible for adherence to organisational policies, procedures, standards and objectives.

Responsible for the adherence to the Corporation's Privacy policy and any associated legislation.

Extent of authority governed by Library Policy

Accountable to the Manager, Collections and Information Services regarding implementation of work plans and strategic actions

### **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 the range available

Problem solving using guidelines, professional/technical knowledge or experience

Use previous experience and agreed protocols when making decisions

Guidance from the Manager, Collections and Information Services is available

### **SPECIALIST SKILLS AND KNOWLEDGE**

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

Proficient in the use of Internet including accessing supplier databases

Proficient in the use of automated Library Management Systems (LMS)

Proficient in the use of computer technology skills including Microsoft Office applications

Ability to analyse and troubleshoot low level equipment and software malfunctions

Experience in monitoring contracts, including evaluation and reporting

Sound general knowledge and interest in reader and literacy development

Knowledge of library collection development, procurement and maintenance

Awareness of current trends and issues in public libraries

Ability to lift and carry light loads

### **MANAGEMENT SKILLS**

Efficient and effective planning and use of own time with the ability to work independently as a constructive and flexible team member

Ability to prioritise duties to meet organisational objectives

Ability to manage change

Ability to understand organisational context

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

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

### **INTERPERSONAL SKILLS**

Oral skills to gain the understanding and cooperation of library customers and library suppliers and communicate with colleagues in disseminating information, exchanging views and resolving problems

Oral and written skills to communicate with library staff, library suppliers and other key stakeholders relating to the position

Ability, flexibility and motivation to work as a team member

Ability to liaise effectively and sensitively with a diverse community

Ability to work effectively with Collection and Information Services team members

## **QUALIFICATIONS AND EXPERIENCE**

Qualification which confers eligibility for Personal Membership - Professional of the Australian Library and Information Association and/or extensive relevant experience

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

Experience in the delivery of collection services

Current Victorian Drivers Licence

Current Working with Children's Check - Mandatory

## **KEY SELECTION CRITERIA**

Qualification which confers eligibility for Personal Membership - Professional of the Australian Library and Information Association and/or extensive relevant experience

Experience in the delivery of collection services

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

Demonstrated proficiency in the use of information technology and software including LMS, Microsoft Office Suite and the Internet

Ability to provide collections services activities in the context of public libraries in communities, lifelong learning and literacy development

Highly developed oral & written communication skills

High level communication & interpersonal skills including the capacity to relate to diverse communities

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

## **ORGANISATIONAL RESPONSIBILITIES**

### **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

### **Occupational Health & Safety**

Adhere to all Occupational Health and Safety policies and procedures 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

### **Culture**

Contribute to a more flexible, resilient, and proactive culture by participating in organisational and strategic teams

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

Promote library spaces and services as welcoming, safe and inclusive through high professional standards and via the provision of services in a courteous and kind manner

Ensure awareness and adherence to all Geelong Regional Library Corporation policies and procedures

## **ORGANISATIONAL RELATIONSHIPS**

**Reports to:** Manager, Collections and Information Services

**Directly supervises:** N/A

**Internal Liaisons:** All staff

**External Liaisons:** Library users

Victorian Public Library colleagues

External suppliers, contractors, and service providers

Cultural precinct organisations

Member Council staff

## OTHER RELEVANT INFORMATION

The Collection Support & Information Services Officer position is classified as a Band 5 within the Geelong Regional Library Corporation Enterprise Agreement 2020 and the salary is currently \$73,331 to \$84,328 pro rata plus superannuation

A six-month probation period applies

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. Staff must continue to maintain a valid Working with Children Check throughout their employment with GRLC.

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.

It is an expectation that all GRLC employees will perform their job professionally, respectfully, and pleasantly, in accordance with the principles and practices of workplace diversity, workplace participation and in support of a safe working environment

## HAVE YOU GOT QUESTIONS?

Enquiries: Please contact Radmila Sekulic, Manager, Collections and Information Services: 0417 899 538