

POSITION DESCRIPTION

POSITION	Library Officer
LOCATION	Geelong Regional Library Corporation
AWARD CLASSIFICATION	Band 3
HOURS OF DUTY	Fixed term
CONDITIONS OF EMPLOYMENT	Geelong Regional Library Enterprise Agreement (2017) and its successors
REPORTS TO	Library Coordinator
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

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

With previous experience and / or appropriate qualification provide reading and activity programs for young children

ROLE 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 Library Services and Customer Experience team and Cultural Development and Community Engagement 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.

1 Branch Services

Undertake circulation desk duties as rostered in all libraries of the service

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 Library Coordinator 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

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 the Library Coordinator on duty with the promotion of electronic databases and virtual library services to all members of the community

Notify the Library Coordinator on duty of any information technology issues and problems within the branch

Assist customers with basic information technology queries

4 Collections

Under the guidance of the Library Coordinator on duty, maintain collections in accordance with the Collection Development Policy and established procedures

CLASSIFICATION DEFINITIONS

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 Library Coordinator 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

Working with Children Check / Police Check

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

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 required
- Experience working or volunteering in a community focused organisation
- Experience dealing with vulnerable members of the community, either professional or personal
- Demonstrated understanding of the role/s of the public libraries in communities and a community focused approach to service delivery
- Competency in the use of a range of information technology and software systems
- Demonstrated ability in the delivery of print and electronic information services
- Demonstrated skills and ability to provide tailored and high quality customer service to a diverse range of community members with different needs
- 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.
- Ability to recommend suitable collection choices and instruct in the use of library technologies
- Working with Children Check / Police Check

ORGANISATIONAL RELATIONSHIPS

Reports to:	Library Coordinator
Directly supervises:	Not applicable
Internal Liaisons:	All staff
External Liaisons:	Library users Member Council staff Guests and visitors to GRLC

Terms and Conditions

The Library Officer position is classified as a Band 3 within the Geelong Regional Library Corporation Enterprise Agreement 2017 and the salary is currently \$55,029 to \$60,986 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.

The Enterprise Agreement 2017 provides for a spread of normal hours between Monday to Friday and Saturday mornings until 12 noon. Hours worked on Saturday afternoon and Sunday will attract penalty rates.

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

In line with operational requirements, work may be rostered at any service location within the Corporation and a component of evening and weekend will be required as part of the normal rostered hours of duty of this position.

Physical work and manual handling is an intrinsic requirement of working in libraries. This includes standing for significant periods of time, continuous activity that involves movements such as lifting, bending, carrying and pushing.

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:

Shane Brown at jobs@grlc.vic.gov.au

Enquiries: Shane Brown, People Coordinator People and Business Operations, 03 4201 0511

Closing date for applications: 23rd May 2021