

POSITION DESCRIPTION

POSTION	INFORMATION SERVICES LIBRARIAN
SECTION/WORK UNIT	Collections and Information Services/Customer Experience
LOCATION	Drysdale Library
AWARD CLASSIFICATION	Band 5
CONDITIONS OF EMPLOYMENT	Geelong Regional Library Enterprise Agreement (2020) and its successors)
REPORTS TO	Manager, Collections and Information Services Library Coordinator, Drysdale
OCCUPANT	VACANT
APPROVED BY	Chief Operating Officer
DATE	January 2023

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

To use, understand, anticipate and respond to developments in print and online information retrieval in order to confidently deliver information services to library customers

To understand the information needs of customers, their capabilities and constraints

To provide learning opportunities in the areas of reader advisory and engagement and literacy development for library staff and customers

To develop and deliver information retrieval and technology training programs and individual support to library staff and customers, including implementation of technology and eResources

To support the Library Coordinator in their day-to-day activities and be prepared to act in their position if required

To develop and nurture partnerships with relevant stakeholders, with a focus on the library as a dynamic and key contributor to community information and technology needs

To contribute to GRLC forward planning processes particularly in relation to emerging technologies, devices and online information resources

To fulfil the organisational objectives in accordance with approved plans, policies, procedures and guidelines

ROLE RESPONSIBILITIES

Collections - have depth of awareness and understanding of popular, leisure and lifelong learning materials, in all formats, for both advisory and resource management needs

Reader engagement - build relationships, interact and have conversations that develop a community of readers

Marketing - create targeted promotion and advocacy of reading materials and information resources to the community

Staff development - foster a culture of reader's advisory values and skills in our professional environments through training, support and advocacy

Source, deliver and evaluate information and digital literacy programs for library staff, including the provision of training materials

Maintain and continually develop own professional awareness of trends and developments

Adopt and model a human-centred approach that ensures positive customer experience.

Undertake customer service duties as rostered in any branch of the library service

Develop, deliver and evaluate innovative information services training programs and resources, including information and digital literacy programs, for members or organisations in collaboration when necessary with other GRLC teams, including the provision of training materials

Proactively promote library services widely in the community

Collaborate with other relevant staff in the planning and organising of visits to the library by local community groups

Identify and approach local community organisations who could benefit from digital literacy training programs

Maintain a safe and friendly environment, respecting individual needs of stakeholders

Participate in duties required as part of the Geelong Regional Library Corporation team, including supervising teams in lieu of senior staff

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

In accordance with GRLC performance planning, development and review processes participate in performance reviews and prepare an annual work plan to support organisational objectives

Attend and participate in staff meetings

Contribute to customer focus, community orientation, positive and proactive action and team spirit in the delivery of all library services

Report on the evaluation of programs and activities in keeping with GRLC reporting requirements and provide other reports as required.

You are required to:

- Report to both the Library Coordinator and Manager, Collections and Information Services
- Be a full member of the branch team they are working from, and part of its operational success
- Proactively identify potential professional opportunities relevant for their role
- Communicate any operational changes impacting their role to the Manager Collections and Information Services and Library Coordinator as appropriate
- Ensure they are applying themselves in both the specialist and branch role
- Proactively adjust desk time according to the branch operational requirements

CLASSIFICATION DEFINITIONS

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Ability to provide advice/service as delegated Authority to create and deliver digital literacy programs

Report to the Manager, Collections and Information Services and Branch Coordinator regarding implementation of relevant work plans and strategic actions.

JUDGEMENT AND DECISION MAKING

Deliver work plans and actions based on agreed resources and alternatives

Use previous experience and agreed protocols when making decisions

Guidance is available as required

MANAGEMENT SKILLS

Ability to manage time effectively, prioritise and plan own work to achieve library objectives

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

Proven ability to work independently and constructively and to contribute effectively as a flexible team member

An understanding of the organisational context including procedures and policies relating to the library and the goals of GRLC

INTERPERSONAL SKILLS

Highly developed interpersonal, presentation and written communication skills, including conflict resolution

Ability to develop and maintain partnerships with key stakeholders

Ability to liaise effectively and sensitively with a diverse community

Ability to support and work effectively with community groups and other members of the community, as well as part of a multidisciplinary team

SPECIALIST SKILLS AND KNOWLEDGE

Demonstrated ability to deliver information services, including anticipating and responding to emerging trends in reader and literacy development, regardless of format or platform, and current best practice in program delivery

Well-developed knowledge and understanding of websites and online information sources

High level of skill and expertise in technology devices, resources and applications

Experience in training development, presentation and evaluation in programming for adults

Ability to work with, understand and anticipate the needs of library customers

Demonstrated skills in written and verbal communication including presentations, summarising research and preparing reports

Knowledge of and interest in latest developments in public library trends, information technology and provision of virtual library services

QUALIFICATIONS, CERTIFICATIONS AND EXPERIENCE

Degree or graduate diploma in Librarianship or a relevant discipline

Experience or qualification in adult training and assessment highly regarded

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

Current Victorian Drivers Licence

Current Police Check - mandatory

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 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.

Create and maintain a child safe culture

ORGANISATIONAL RELATIONSHIPS

Reports to: **Manager, Collections and Information Services** - regarding implementation of information services strategic actions and work plans
Library Coordinator - regarding branch operational strategic actions and work plans

Directly supervises: Library officers, shelvers, industry placement and work experience students when rostered as shift supervisor

Internal Liaisons: Information Services Team
Collections and Information Services Team
All staff

External Liaisons: Library Users
Community groups
Formal and informal local education providers
City of Greater Geelong Customer Service staff
Victorian public library colleagues
External suppliers, contractors & service providers
Guests and visitors to the libraries

OTHER RELEVANT INFORMATION

The Information Service Librarian 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.

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.

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.

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. Applications from Aboriginal and Torres Strait Islander people are encouraged.

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, ages, sex and gender.

A six-month probation period applies.

APPLICATION PROCESS

Applications must include a cover letter stating your interest in this position, the skills you can bring to the role, as well as a copy of your resume.

All applications must be submitted online by COB Monday, 30th January 2023

Please note: Any internal vacancies that may result from this recruitment process may also be filled by suitable candidates who have expressed their interest and applied for Information Services Librarian job opening.

Have you got questions? Please contact:

Radmila Sekulic, Manager, Collections & Information Services
radmila.sekulic@grlc.vic.gov.au or (03)4201 0530

Ann-Maree Hannon, Library Coordinator Drysdale:
ann-maree.hannon@grlc.vic.gov.au or (03)4201 0656

CLOSING DATE FOR APPLICATIONS: COB Monday 30th January 2023