

POSITION DESCRIPTION

POSITION	LIBRARY OFFICER
SECTION/WORK UNIT	Community Experience
LOCATION	Drysdale Library
AWARD CLASSIFICATION	Band 3
CONDITIONS OF EMPLOYMENT	Geelong Regional Library Enterprise Agreement (2020) and successors
REPORTS TO	Library Coordinator
OCCUPANT	VACANT
APPROVED BY	Director, Community Experience
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

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 customers

Previous experience and / or appropriate qualification providing reading and activity programs for young children is advantageous.

ROLE RESPONSIBILITIES

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

Support colleagues and senior staff to meet the organisational objectives

Perform duties to ensure efficiency, positive customer service and continuous improvement

Attend and participate in staff meetings and training

Assist the Library Coordinator on duty with the promotion of electronic databases and e-library resources

Assist customers with basic information technology queries

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

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

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

QUALIFICATIONS, CERTIFICATIONS AND EXPERIENCE

Victorian Certificate of Education or equivalent

Previous customer service experience is required

Working with Children Check / Police Check

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

First Aid qualifications desirable

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: Library Coordinator

Directly supervises: Library Shelves
Work placement and work experience students

Internal Liaisons: All staff

External Liaisons: All library users

OTHER RELEVANT INFORMATION

The Library Officer position is classified as Band 3 within the Geelong Regional Library Corporation Enterprise Agreement 2020 and the salary is currently \$61,483 to \$65,394 pro rata plus 10.5% 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.

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 longterm illness or injury and people of all abilities, cultures, ages, sex and gender.

A six-month probation period applies.

APPLICATION PROCESS

All applications must be submitted online: [APPLY HERE](#). Applications should be a short letter or email stating the position you are applying for, your interest in this position, the skills you can bring to the role as outlined in the Position Description, as well as a copy of your resume. All applications must be submitted by COB Monday, 30th January 2023.

Have you got questions?

Please contact 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