

## Position Description

Position Title	LIBRARY OFFICER
Job role	Customer service/Enhance user experience/ Collaboration
Award classification	Band 3
Status	Permanent, Part-Time, multiple roles
Hours of work	1 FTE, 70 hours per fortnight
Branch, Department and Division	City & Urban Operations; Community Experience
Location	Biyal-a Armstrong Creek Library
Reports to	Library Coordinator
Salary range	\$62,713 - \$66,702 prorata
Approved by	Director, Community Experience
Date	April 2024
Contact Officer	Clare Presser, Library Coordinator – <a href="mailto:clare.presser@grlc.vic.gov.au">clare.presser@grlc.vic.gov.au</a>

### About the role

As a vital member of the library services team, the Library Officer role involves delivering high quality library and information services that cater to the needs of our customers. This includes tasks like issuing, returning, shelving and promoting library materials, as well as supporting the delivery of programs. This position is responsible for enhancing the library user experience, ensuring everyone benefits from our services. The Library Officer also supports specialist staff in fulfilling customers' reading and information requirements. Previous experience or relevant qualifications in delivering reading and activity programs for young children, would be a valuable asset.

Under general direction, the main duties of the role are to:

- 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 are 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
- Ensure that all information is handled and managed in accordance with GRLC's Privacy Policy
- Work collaboratively to consult and share information with colleagues, provide advice, actively engage in problem solving and knowledge transfer and seek input from others to achieve goals.
- Apply the principles of GRLC Values, Code of Conduct, Child Safety and Wellbeing, workplace diversity principles, work health and safety and collaboration within a work and team environment.

Experience or qualification requirements:

- Victorian Certificate of Education or equivalent
- Previous customer service experience
- First Aid qualification desirable

## 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 20 libraries and 3 mobile library services. 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.

## Are you eligible?

To be eligible for the role you must be an Australian citizen, permanent resident or have appropriate work rights in Australia.

The successful candidate will be required to provide the following:

- a Police check (no older than 6 months)
- a current Employee Victorian Working with Children Check prior to commencing your employment with GRLC

## How to apply

You need to apply through our [e-recruitment system](#).

Your application will need to include:

- A resume
- A Cover Letter (500 words maximum), describing how your skills, knowledge, and experience/qualifications would enable you to perform the duties of the role taking into account the "[Performance Expectations](#)" at the relevant classification and the [GRLC Vision](#) and Values .

*Geelong Regional Library Corporation is proud to be a workplace that champions diversity. Our commitment is for our people to be safe, included and supported so that they can be at their best. As an equal opportunity employer, we encourage applications from First Nations peoples and people with diverse gender identities and expression, ethnicity, cultural background, sexual orientation, ability and age. We look for the right values, skills and knowledge to build our capabilities so that we can best deliver for and represent our community.*