

GOLDFIELDS LIBRARIES

POSITION DESCRIPTION

POSITION TITLE: Bendigo Regional Archives Centre - Archives Officer

CLASSIFICATION: Band 4

TENURE: Ongoing

Note: It will be required that a Working with Children Check be provided prior to commencement in this position.

About the Goldfields Libraries and Bendigo Regional Archives Centre

Goldfields Libraries services the Council areas of Greater Bendigo, Mount Alexander, Macedon Ranges and Loddon. We serve a population of almost 180,000 people with the eLibrary, nine library branches, and eight library agencies.

The Bendigo Regional Archives Centre (BRAC) is a partnership between Public Record Office Victoria (PROV), City of Greater Bendigo (CoGB) and the Goldfields Libraries to provide a combined regional archives service for the region.

The BRAC vision is:

- Collecting and sharing our history

The BRAC mission is to:

- Preserve our community's records in their place of origin.
- Provide access to our community's records and encourage their use.
- Strengthen our work through partnerships and relationships

POSITION SUMMARY

The Bendigo Regional Archives Centre Officer provides responsive archival services to the customers of the Bendigo Regional Archives Centre (BRAC). The position supports the BRAC's key objective to ensure that important historical documents and permanent public records are accessible to the public.

POSITION RESPONSIBILITIES

This role is responsible for day-to-day service delivery, activities and operations of the BRAC in accordance with the agreed service model.

The role will:

- Support researchers and members of the public to navigate the website and catalogue to access and place orders for records that will assist them in the research.
- Provide instructions to researchers so that they undertake their own online searching and ordering of records.
- Digitise parts of the BRAC collection on a project basis as resources and/or funding allow.
- Develop educational material in the Reading Room that shows examples of records and what value each one provides.
- Follow the complete workflow requirements of tracking and issuing records to researchers.
- Manage retrieval of researcher records in the most efficient manner
- Prepare records for transport between Nolan Street Repository and the Bendigo Library in such a way that the record is sufficiently secured to prevent damage.
- Ensure Hargreaves and Nolan Street sites comply with PROV standards for storage of permanent records

The responsibilities of the role are to:

- Provide efficient and effective research, archival and information services to BRAC customers including the retrieval, issuing and return of records in accordance with BRAC's policy, procedures, and business rules.

- Under guidance, undertake archive and record management activities including digitising, indexing, listing, data entry, conservation tasks and other associated duties.
- Contribute to and participate in the development of customer support tools and programs including guides, finding aids and web based reference information.
- Support the evaluation and processing of community records for preservation.
- Ensure compliance with copy restrictions, and copyright permissions.
- Participate in the development and presentation of promotional and education programs
- Support the preparation of reporting requirements including collating statistics, contributing to reports, newsletters and other communications and marketing material.
- Oversee day-to-day projects of BRAC volunteers.
- Support the investigation and use of new technologies to improve service delivery and public awareness of the service.
- Provide input to strategic review of operations and implement approved continuous improvement initiatives

General and customer service duties:

- Provide courteous, effective and consistent service to all customers based on knowledge of the BRAC archive, technology and programs.
- Provide assistance and advice to customers in locating and obtaining records, referring to specialist staff or alternative sources of information when necessary
- Be a role model in the BRAC Reading Room in how you handle records and interact with other staff, volunteers and customers.
- Undertake promotional activities and displays
- Actively contribute to a positive team environment by participating in planning, staff meetings and attendance at training.
- Ensure the reading room and repositories are neat and tidy, and provide a welcoming environment for customers and staff.
- Work in alignment with the Goldfields Libraries values and organisational goals
- Abide by all Goldfields Libraries policies and procedures
- Participate in the annual work planning and review process
- Participate in professional development activities related to the role
- Be a valued member and contributor to the greater Goldfields Libraries team

REPORTING LINE

Reports to: BRAC Coordinator
 Direct Reports: None
 Collaborative Relationships: Volunteers, Bendigo Library Staff

PHYSICAL REQUIREMENTS OF THE ROLE The physical requirements of the position are outlined below:

Physical Demands (Movement)	Never (0%)	Occasionally (1-33%)	Often (34-66%)	Constantly (67-100%)
Stand			✓	
Walk			✓	
Change Posture (e.g. change from sitting to standing)			✓	
Use stairs		✓		
Bend or Twist the Back			✓	
Movement of Neck			✓	
Climb (e.g. ladders)		✓		
Crawling		✓		
Kneeling or Squatting		✓		
Handling or Feeling Objects			✓	

Repetitive Movements of the Hands/Arms		✓		
Physical Demands (Strength)	Never (0%)	Occasionally (1-33%)	Often (34-66%)	Constantly (67-100%)
Lift from Floor Height: usually 7kg but up to 11kg			✓	
Lift from Waist Height: usually 7kg but up to 11kg			✓	
Lift above Shoulder Height: usually 1kg but up to 5kg			✓	
Carry Loads: usually 7kg but up to 11kg			✓	
Push/Pull Loads: usually 21kg but up to 33kg			✓	
Lift/Carry Awkward Sized Loads			✓	
Reach for Objects		✓		
Work with Arms Above Shoulder Height		✓		
Physical Demands (Vision)	Never (0%)	Occasionally (1-33%)	Often (34-66%)	Constantly (67-100%)
Computer / Visual Display Unit Use (including typing duties)				✓
Reading				✓
Physical Demands (Auditory)	Never (0%)	Occasionally (1-33%)	Often (34-66%)	Constantly (67-100%)
Speak				✓
Listen				✓
Use of Telephone		✓		
Equipment Use	Never (0%)	Occasionally (1-33%)	Often (34-66%)	Constantly (67-100%)
Drive Standard Vehicle (Cars/Van)		✓		
Use of Office Equipment (Computer, Projector, Telephone)				✓

OCCUPATIONAL HEALTH AND SAFETY Goldfields Libraries is committed to providing a safe and healthy environment for its employees, contractors, clients and the public. We are dedicated to continually improving health and safety performance with an overall objective to eliminate or reduce risk. All employees are expected to work within OH&S policies and procedures, report incidents and hazards and participate in professional development and training.

RISK MANAGEMENT The Goldfields Libraries has a whole-of-organisation approach to risk planning and management. All staff must adhere to the Goldfields Libraries's Risk Management Policy and Framework and take responsibility for identifying, managing and reducing risks. All staff must report identified hazards that may pose a risk to employees or the public, and/or may give rise to an insurance claim.

EQUAL OPPORTUNITY Goldfields Libraries values the diversity of our community, patrons, staff and volunteers. We actively seek to provide services that are accessible and inclusive. Goldfields Libraries does not tolerate any form of discrimination, sexual harassment or victimisation. Goldfields Libraries commitment to Equal Opportunity is outlined in our Code of Conduct.

CHILD SAFE ORGANISATION The Goldfields Libraries is a child safe organisation and is committed to the implementation in 2018 of the seven Child Safe Standards required under the Child Safety and Wellbeing Act. The safety, participation and empowerment of all children is embedded in our policies and work practices. Goldfields Libraries has a zero-tolerance approach to child abuse.

AWARD CLASSIFICATION This Position Description has been classified in accordance with Goldfields Libraries Enterprise Agreement, including Part B of that agreement, the (former) Victorian Local Authorities Award 2001.

Accountability and Extent of Authority

- Thorough understanding of the organisations policies and guidelines and ability to make well informed decisions and actions under their guidance.
- At times supervise work experience students, volunteers or other employees, under the direction of their manager.
- Effect of decisions and actions are limited to the workgroup and function, and internal procedures and processes.

Judgement and Decision Making

- Refer to their Manager, or organisation policies and procedures, when requiring guidance on processes and decision making.
- Make decisions in the absence of the Manager according to approved policies and procedures.
- Guidance and advice are always available within the timeframe to make a choice

Specialist Knowledge and Skills

- Good understanding of the technology used within BRAC and related policies and processes
- Understanding of BRAC operational procedures and ability to follow the procedures with little or no direction
- High understanding of their personal work goals and how they link to the goals of BRAC and the wider organisation.

Management Skills

- Knowledge of the organisations HR, OH&S and operational policies and be able to provide guidance to any junior staff, volunteers or work experience students.
- Be able to apply time management skills to their work objectives and organise their time and projects with little direction...

Interpersonal Skills

- Gain co-operation and assistance from customers and members of the public in the delivery of services.
- Gain co-operation and assistance from other employees with regards to specific activities or projects outlined in the incumbent's work plan
- Have excellent written communication skills, and if required, write and present reports and other correspondence.

Qualifications and Experience

- A post-secondary qualification (below diploma or degree level) relevant to the position, or significant knowledge and skills gained through experience.
- Current Driver's licence.

KEY SELECTION CRITERIA

- Excellent communication skills supporting customer service and relationships with the community and Library staff.
- Experience in working with an archival collection in a highly controlled environment.
- Ability to work independently, manage own time, and prioritise tasks.
- Demonstrates a high level of digital literacy including social media, writing for the web, website management, and the digitisation of records.
- Ability to support programs, activities, and displays.
- Experience working effectively in a team environment

I have read the Position Description and I understand and agree to all requirements within:

Name of Incumbent:

Signature:

Date:

This position has been approved by:

Name of Approver:

Signature:

Date:

Goldfields Libraries – Organisational Chart – February 2018

