



GOLDFIELDS LIBRARY CORPORATION

POSITION DESCRIPTION

POSITION TITLE:	Library Services Officer
CLASSIFICATION:	Band 4
LOCATION:	Based at the Bendigo Library but may work at other locations
TENURE:	Permanent
FRACTION:	0.26EFT (9 hours per week)

About the Goldfields Library Corporation

The Goldfields Library Corporation (GLC) 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, 9 library branches, and 8 library agencies.

Our population base is growing and includes some of the fastest growing regional Councils, in Macedon Ranges and Greater Bendigo.

Our Corporation is privileged to be serving the diverse communities across 13,000km² of Central Victoria. Our staff strive to engage with and empower our communities with the services and programs we provide. We take pride in upholding excellence in customer service, and the quality and relevance of the services we deliver. Our workplace encourages; innovation, continuous improvement and learning, respect and fairness, and we strive to work collaboratively and cohesively. Building and fostering a dynamic team is at the forefront of our goals.

Vision

Explore, Engage and Create with Goldfields Libraries

Mission

We will enrich our communities by providing;

- Welcoming and inclusive spaces
- Friendly helpful and knowledgeable staff
- Access to information, collections and technology
- Programs for learning, creativity and recreation

Goals

Collections: A collection that encourages learning, enjoyment, imagination and enriches our culture.

Programs: Programs that support enjoyable opportunities for social connection, creativity and learning opportunities.

Technology: Innovative infrastructure and digital services that inspire and excite our community and enhance service provision.

Spaces: Welcoming and functional spaces.

Our people: Engaged and motivated staff that enable our communities to benefit from our collections, technology, programs and spaces.

Governance: The Board and staff work collaboratively to ensure organisational sustainability and equity of access.

POSITION SUMMARY

The Library Services Officer is responsible for providing day to day service to enhance the community access to and enjoyment of library services. This position will deliver high quality, customer focussed services to library users in a self-serve environment within the framework of current council and library policies and procedures.

POSITION RESPONSIBILITIES

Customer Service

- Ensure an effective first line response to customer service enquiries
- Provide assistance and advice to customers in locating and obtaining information, referring to specialist staff or alternative sources of information when necessary
- Provide courteous, effective and consistent service to all customers based on a high level of knowledge of library collections, technology and programs.
- May spend 65% -100% of rostered work hours in direct customer contact
- Assist customers in the efficient use of the OPAC and RFID, and other technologies.
- Assist customers with the internet, computers and other internet enabled devices.
- Provide assistance that enhances the technology, information and literacy skills of our customers
- Be a role model on the library floor and perform shift leader duties in larger branches, and at times being the only staff member in a small library branches.

General Duties

- Provide guidance and assistance to team members when required, and perform shift leader duties when rostered as the senior staff member working on the library floor.
- Perform a range of general library duties, including but not limited to shelving, tidying and shelf reading library collections
- Assist with promotional activities and displays as directed by the Branch Librarian
- Actively contribute to a positive team environment by participating in planning, staff meetings and attendance at training.
- Ensure customer service and workroom areas are neat and tidy, and provide a welcoming environment for both library customers and staff
- Assist the Branch Manager and other members of the management team by providing information that will assist with the collation of reports, statistics and planning.
- Support the provision of programs and activities
- Work in alignment with the GLC values and organisational goals
- Abide by GLC operational, OH&S and HR policies and procedures
- Partake in the annual workplanning review process
- Partake in professional development activities related to the role
- Partake in programs and events or promotional activities
- Be a valued member and contributor to the greater GLC team

OCCUPATIONAL HEALTH AND SAFETY

The Goldfields Library Corporation is committed to upholding the highest possible standard of occupational health and safety practices, holding staff and patron safety of utmost importance. All employees of the GLC are expected to uphold a strong and supportive OH&S culture, which includes abiding by OH&S policies and procedures at all times, and by participating in professional development and committee meetings associated with OH&S within our workplace.

REPORTING LINE

Reports to:	Branch Manager
Direct Reports	None

AWARD CLASSIFICATION

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

Accountability and Extent of Authority

- The incumbent of the position is expected to:
 - Have good time management skills, being able to manage their time and priorities efficiently.
 - Have a thorough understanding of the Corporations policies and guidelines and be able 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.

Judgement and Decision Making

- The incumbent of the position is expected to:
 - Refer to their Manager, or Corporation 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.

Specialist Knowledge and Skills

- The incumbent of the position is expected to:
 - Have a good understanding of the technology used within the library branch and related policies and processes
 - Have an excellent understanding of library operational procedures and have the ability to follow library operational procedures with little or no direction
 - Have a high understanding of their personal work goals and how they link to the goals of the wider Corporation.

Management Skills

- The incumbent of the position is expected to:
 - Have knowledge of the Corporations 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

- The incumbent of the position is expected to:
 - Gain co-operation and assistance from clients and members of the public in relation to their activities within our Corporation
 - Gain co-operation and assistance from other employees with regards to specific activities or projects outlined in the incumbent's workplan
 - Have excellent written communication skills, and if required, write and present reports and other correspondence

Qualifications and Experience

- The incumbent of the position is expected to:
 - Have achieved a post-secondary qualification (below diploma or degree) relevant to the position, or significant on-the-job training which has skills and knowledge learned commensurate with the requirements of the Band.

KEY SELECTION CRITERIA

- Commitment to excellent customer service in a busy community environment
- Experience working effectively in a team environment
- Experience in managing own time, and being able to prioritise tasks
- Proficiency in the use of computers, navigating websites and databases
- Ability to support library programs, activities, shelving, spaces, displays, and other essential operations
- Ability to recognise and adapt to change in the work environment
- Ability to implement the Corporation's policies, procedures, and organisational goals and values
- An understanding of library procedures and systems

This position has been approved by:

Signed by the incumbent:

Name:
Signature:
Date:

Name:
Signature:
Date:

Organisational Structure (Jan 2017)

