



GOLDFIELDS LIBRARY CORPORATION

POSITION DESCRIPTION

POSITION TITLE: Community Library Officer

CLASSIFICATION: Band 4

TENURE: Permanent

About the Goldfields Library Corporation

The Goldfields Library Corporation (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, 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

Goldfields Libraries: Where Communities Explore, Engage and Create

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: We provide access to a collection that is relevant and responsive to build knowledge, enrich our culture and for enjoyment.

Programs: We offer and enable the delivery of programs, activities, workshops and learning opportunities that enable people to explore their interests, connect with others and expand their thinking.

Technology: We provide innovative infrastructure and digital services that inspire and excite our community and enhance service provision.

Spaces: We create welcoming and functional spaces that are both physical and virtual, that enable people to work, connect, learn and relax.

Our people: We invest in our people through training, development and recruitment to build a highly skilled team that adds value to our collection and spaces, user experience and community engagement.

POSITION SUMMARY

The Community Library 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. In particular the position will support the delivery of library services (including programs) at our 8 agencies, and to institutions and homes across all four member municipalities.

POSITION RESPONSIBILITIES

Customer Service

- Ensure an effective first line response to agency partner and customer service enquiries whether in person, by telephone or email.
- Provide assistance and advice to agency partners and customers in locating and obtaining information, referring to specialist staff or alternative sources of information when necessary.
- Provide courteous, effective and consistent service to internal and external customers based on knowledge of library collections, technology and programs.
- Assist agency partners and customers in the efficient use of self service equipment, and other technologies.
- Provide assistance that enhances the technology, information and literacy skills of our customers and agency partners

Contribute to the team

- Show a courteous, positive, customer service focused attitude to library customers, to your colleagues at all levels, and about your work
- Contribute to keeping customer service and workroom areas neat and tidy, and provide a welcoming environment for both library customers and staff
- Provide information that will assist with the collation of reports, statistics and planning upon request.
- Actively contribute to a positive team environment by participating in planning, staff meetings and attendance at training.
- Work in alignment with the Goldfields Libraries Code of Conduct, and all policies and procedures
- Take part in the annual work planning and review process, and professional development activities
- Be a valued member and contributor to the Goldfields Libraries team

Agencies

- Support agency partners in operation of the agency by:
 - Providing guidance and informal training on displays, returns, reserves, collections, and programs
 - Escalating other matters to the Manager Community Based Services
 - Providing direct customer service in person, by phone or email
 - Processing new memberships
- Maintain the agency collections by:
 - Use of the Collection HQ software
 - Rotating the collection held at agencies
 - Delivering reserves to and from the agencies
 - Conducting regular shelf checks at each agency
 - Processing collection items so they are linked to the agencies
- Deliver and support programs at library agencies by:
 - Delivery of digital skills, storytime and other programs at the agencies and in the community.

Home Library Service

- Support the Manager Community Based Services to implement the Home Library Service, providing collection to institutions and housebound individuals, across all four member municipalities.
- Support operation of the Home Library Service by:
 - Providing direct customer service to branch staff in person, by phone or email
 - Providing input to Manager Community Based Services on the review of policies, procedures and forms supporting the Home Library Service

OCCUPATIONAL HEALTH AND SAFETY

Goldfields Libraries are 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:	Manager Community Based Services
Direct Reports	None
Collaborative Relationships:	Branch staff, volunteers, agency partners
External Relationships	Volunteers, Council staff, public library industry

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

- 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.
- 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 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.
- Guidance and advice are always available within the timeframe to make a choice

Specialist Knowledge and Skills

- Understanding of the technology used within the library and related policies and processes
- Understanding of library operational procedures and have the ability to follow library operational procedures with little or no direction.
- Understanding of their personal work goals and how they link to the goals of the wider Corporation.

Management Skills

- 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

- Gain co-operation and assistance from clients and employees members in the delivery of library services
- 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 field or knowledge and skills gained through experience.
- A current driver's licence.

KEY SELECTION CRITERIA

- Represent Goldfields Libraries positively whilst working independently at agencies and libraries
- Solve problems by working flexibly, thinking creatively, and negotiating solutions
- Understanding of working in a team, and of how different teams can work together effectively
- Communicate effectively with both internal and external customers to ensure excellent customer service
- High level of digital literacy and ability to share knowledge and skills
- Ability to deliver and support story time, digital literacy and other library programs

This position has been approved by:

Signed by the incumbent:

Name:

Signature:

Date:

Name:

Signature:

Date:

Organisational Structure (Aug 2017)

