



GOLDFIELDS LIBRARY CORPORATION

POSITION DESCRIPTION

POSITION TITLE:	Library Customer Service Officer
CLASSIFICATION:	Band 3
LOCATION:	All libraries - Bendigo, Heathcote, Eaglehawk, Kangaroo Flat, Castlemaine, Romsey, Woodend, Kyneton, Gisborne.
TENURE:	Casual

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 libraries, 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 Library Customer Service Officer supports the delivery of day to day library services, and is expected to be able to work at all of our nine libraries. The role is focused on enhancing community access to and enjoyment of our libraries and delivers high quality, customer focussed services in a self-serve environment, and within the framework of Goldfields Libraries plans, policies and procedures.

POSITION RESPONSIBILITIES

Customer Service

- Spend most work hours in direct customer contact and ensure an effective first line response to customer service enquiries.
- Provide courteous, effective and consistent service to all customers based on a high level of knowledge of library collections and programs.
- Provide customer focused circulation including returns, loans, memberships, and overdue queries.
- Give assistance and advice to customers in locating and obtaining information, referring to specialist staff or alternative sources of information when necessary.
- Support customers to use the online library catalogue and self-service kiosks to search for items, borrow items, place and review reserves, and check fines.
- Assist customers to access and use the eLibrary, and the internet via our public wi-fi service and public computers, or via their own devices (phones, tablet computers or e-readers).
- Deliver assistance to our customers that enhances their technology, information and literacy skills.

General Duties

- Undertake library tasks as required, including shelving, tidying, shelf reading, and collection maintenance.
- Assist customers in the use of equipment and technology including computers, photocopiers, wireless internet access, online resources, library apps, eBooks and mobile devices.
- Assist with the set-up of displays that promote collection.
- Support the delivery of programs, events or promotional activities.
- Develop and utilise knowledge of Goldfields Libraries collections and online resources

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
- 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

PHYSICAL REQUIREMENTS OF THE ROLE

The role is required to stand and walk for the duration of each shift, regularly lift and carry items up to 15kg in weight, and to shelve items on an ongoing basis (including heavy books on shelves below knee level and above shoulder height).

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 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: Library 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 this position performs work following specific guidelines and procedures, and under general supervision
- The position is responsible for delivering quality customer service to patrons of our library services, and to provide support to senior employees.

Judgement and Decision Making

- The nature of the work undertaken in this position is clearly defined with clearly documented and accessible procedures. The particular tasks to be performed use existing techniques, systems, equipment and methods. Guidance and advice is always available to the incumbent of this role.

Specialised Knowledge and Skills

- Proficiency in the application of standardised procedures and practices and in the operation and use of electronic equipment.
- The incumbent of the role is expected to have an understanding of Goldfields Libraries policies and procedures.

Management Skills

- Time management skills, and the ability to plan and organise one's own work, to achieve objectives are expected in this position.

Interpersonal Skills

- This position requires skills in oral and written communication with clients, other employees and members of the public and in the resolution of minor problems.

Qualifications and Experience

- The incumbent of the position is expected to have achieved at least a Year 10 level of secondary education, have some relevant experience, and have completed an short industry based training course.
- Driver's licence or independent alternative mode of transport is required to ensure that you are able to access all of the Goldfields Libraries sites and to work the hours to meet the position requirements

KEY SELECTION CRITERIA

- Ability to effectively and efficiently provide quality customer service
- Well-developed interpersonal and communication skills with the ability to communicate with all ages across all levels of community
- Strong information technology and problem solving skills in a range of information technology and software tools
- Ability to work independently and as part of a team to meet organisational strategic outcomes
- Ability to support library programs and activities
- Ability to adapt successfully to changing situations and environments

This position has been approved by:

Name:
Signature:
Date:

Signed by the incumbent:

Name:
Signature:
Date:

Organisational Structure (Jan 2017)

