



## GOLDFIELDS LIBRARY CORPORATION

### POSITION DESCRIPTION

**POSITION TITLE:** Library Services Officer

**CLASSIFICATION:** Band 4

**TENURE:** Ongoing

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 Corporation is privileged to be serving these diverse communities across 13,000km<sup>2</sup> of Central Victoria.

The Library Plan 2017 – 2021 describes our priorities. These priorities are aligned to the priorities of our member councils and the regional partnership:

- Sense of community and liveability of the region
- Economic prosperity and employment
- Literacy, learning and education
- Community health, wellbeing and fairness
- Responsible governance and sustainable decision making

We plan to achieve these priorities by living our values and behaviours:

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*we show respect*

We listen to people without interruption or judgement.  
We have empathy for others and value our differences.  
We build trust through taking an equitable and fair approach.

*we have integrity*

We take responsibility for our work and are committed to doing our best.  
We support others to achieve their best.  
We are consistent in our approach.

*we are collaborative*

We support each other and work as a team.  
We seek and consider new ideas and opinions.  
We are inclusive and communicate openly.

*we commit to learning*

We challenge ourselves and support our colleagues in learning new skills.  
We provide opportunity to be introduced to new ways of thinking and new ideas.  
We seek to learn from each other.

*we are adaptable*

We are responsive to our community and consider our diverse backgrounds, cultures and abilities.  
We embrace new ways of doing things.  
We are innovative and progressive in order to consistently achieve excellence.

## **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.

The role will support and/or deliver program activities for children and adults ranging from story time to digital literacy and robotics. It will also perform shift leader duties, which includes supervision of staff and decision making in the absence of the library manager.

## **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 Library Manager
- 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 Library 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
- Participate in the annual work planning review process
- Participate in professional development activities related to the role
- Participate in programs and events or promotional activities
- Be a valued member and contributor to the Goldfields Libraries team

## **REPORTING LINE**

Reports to: Library Manager  
Direct Reports: None

## **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 GLC has a whole-of-organisation approach to risk planning and management. All staff must adhere to the GLC'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.

#### **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.
- Have a high 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.

#### **KEY SELECTION CRITERIA**

- Communicate effectively with both internal and external customers to ensure excellent customer service.
- Experience working effectively in a team environment
- Experience in managing own time, and being able to prioritise tasks
- Ability to recognise and adapt to change in the work environment
- High level of digital literacy and ability to share knowledge and skills.
- Ability to deliver and support library programs for children and adults.

I have read the Position Description and I understand This position has been approved by:  
and agree to all requirements within:

**Name of Incumbent:**

**Name of Approver:**

**Signature:**

**Signature:**

**Date:**

**Date:**

Goldfields Libraries – Organisational Chart – February 2018

