



GOLDFIELDS LIBRARIES

POSITION DESCRIPTION

POSITION TITLE: Library Services Officer

CLASSIFICATION: Band 4

TENURE: Ongoing

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

Goldfields Libraries service 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. We are privileged to serve these diverse communities across 13,000km² of Central Victoria.

The Library Plan 2021-2025 describes our priorities and values which are aligned to those of our member councils and the regional partnership.

Our Priorities:

Children and Young People - supporting childhood and adolescent development.

Lifelong Learning - encouraging learning at any age or stage.

Safety and Inclusion - a welcoming and accessible service.

A Sustainable Future - playing our part in action against climate change.

An Informed Community - an engaged, creative, informed community.

Connecting People - providing opportunity for connection both digital and physical.

Respecting First Nations Peoples and Cultures - celebrating our nation's first cultures.

A Learning Organisation - learning and growing with our community.

Our Values:

Inclusion and safety – We engage our communities in open, meaningful dialogue that will inform library practice and create an environment that is inclusive and safe.

Curiosity and inquiry - we explore new ideas with our communities, consider fresh perspectives and seek to innovate.

Collaboration and cooperation – We respect each other, share ideas and look for partnership opportunities that add value to our communities.

POSITION SUMMARY

The Library Services Officer is responsible for providing day to day service to enhance community access to, and enjoyment of, library services. This position will deliver high quality, user focussed services 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 storytime to digital literacy and robotics. It may also provide supervision of staff and resources.

POSITION RESPONSIBILITIES

Patron Service

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

General Duties

- Provide guidance and assistance to team members when required and supervise staff as directed.
- 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 or Team Leader.

Contribute to the team

- Actively contribute to a positive team environment by participating in planning, staff meetings and attendance at training.
- Ensure service and workroom areas are neat and tidy, and provide a welcoming environment for both library users 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, organisational goals and codes of conduct.
- Abide by GLC operational, health and safety and Human Resources 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 of, and contributor to, the Goldfields Libraries team.

REPORTING LINE

Reports to:	Library Manager and/or Team Leader
Direct Reports	None

PHYSICAL REQUIREMENTS OF THE ROLE

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)				✓

HEALTH AND SAFETY

Goldfields Libraries is committed to providing a safe and healthy environment for its employees, contractors, clients and users. 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 H&S policies and procedures, report incidents and hazards and participate in professional development and training.

RISK MANAGEMENT

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 library users, 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

Goldfields Libraries is a child safe organisation and is committed to the eleven 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 Corporation 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 library operational procedures and can follow these procedures with little or no direction.
- High understanding of personal work goals and how they link to the goals of the wider Corporation.

Management Skills

- Have knowledge of Corporation H&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 work objectives and organise their time and projects with little direction.

People Skills

- Gain co-operation and assistance from patrons and colleagues 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 position, or significant knowledge and skills gained through experience and on the job training.

KEY SELECTION CRITERIA

- Ability to represent Goldfields Libraries positively and to demonstrate a generous and inclusive attitude to work, the organisation and to the communities we serve.
- Demonstrated experience in the delivery of excellent customer service as part of a fast-paced, multi-tasking team.
- Well-developed interpersonal and communication skills with demonstrated ability to communicate with a diverse range of users across the lifespan.
- Strong digital literacy and problem-solving skills across a broad range of platforms with the ability to share knowledge and skills.
- Love of reading and lifelong learning, with the ability to recommend suitable collection choices to library users and maximise access to the resources provided by Goldfields Libraries.
- Sound understanding of the role libraries play in early years literacy and the ability to deliver and support programs for children and adults as required.

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

This position has been approved by:

Name of Incumbent:

Name of Approver:

Signature:

Signature:

Date:

Date:

Goldfields Libraries Organisational Chart

