



# Position Description

Information Librarian - Casual

<b>POSITION NO:</b>	<b>850026</b>
<b>DIRECTORATE:</b>	<b>Director Customer, Innovation and Arts</b>
<b>DEPARTMENT:</b>	<b>Arts &amp; Culture</b>
<b>SECTION:</b>	<b>Libraries</b>
<b>STATUS:</b>	<b>Casual</b>
<b>CLASSIFICATION:</b>	<b>Band 5</b>
<b>OCCUPANT:</b>	
<b>LOCATION:</b>	<b>Frankston Library Service – all locations</b>
<b>APPROVED BY:</b>	<b>CEO</b>
<b>DATE:</b>	<b>October 2024</b>

## POSITION OBJECTIVE(S)/GOAL(S):

- To engage with the community in Frankston City Libraries to deliver and promote library services and facilitate lifelong learning and access to information.
- Foster an inclusive and welcoming environment for customers and staff.

## KEY OUTCOMES AND RESPONSIBILITIES:

### 1. Library Service and Council Customer Service Delivery

- Deliver excellent customer service in all aspects of library information / Council customer service in accordance with the systems and practices of the library service and Frankston City Council.
- Keep up to date with new technologies through staff training, education and trial of new products including social media platforms and library related applications in conjunction with the Information Services team.
- Conduct complex searches of the library catalogue and Council databases in order to deliver exceptional customer service experiences that meet community expectations for all patrons of the library.
- Keep abreast of the availability of other sources of information and agencies for referral on local and wider current issues.
- Perform tasks associated with the circulation function including issues desk, returns room, shelving and shelf ordering and preparing the library for opening.
- Participate in and promote the library's physical and digital collections, customer surveys, marketing initiatives, programs and new advances in the library, and encourage patrons to engage in these activities and events.
- Assist patrons and other staff members in the discovery and use of new technology.

- Act as a community hub, providing referrals and information about products and services supplied by other agencies and community facilities to members of the public and other Council officers.
- Ensure all payments received from the public are receipted, processed and secured according to Council's procedures.

## 2. Duty Manager (as per roster)

- Supervise library staff and provide guidance on operational matters.
- Responsible for management of emergency evacuations, building security and OHS compliance.
- Manage roster for shift and arrange replacement staff as required to ensure service delivery standards are maintained on weekends or after hours as required.
- Resolve complex customer queries, complaints and other escalated issues to ensure fair and appropriate outcomes
- Provide a physical space that is well presented, welcoming and comfortable.

## 3. Team Work

- Work as a team to support, train and motivate colleagues to "be their best" in delivering service excellence.
- Foster a high performance work place culture that values peer support, training and the development of effective relationships and communication skills within the team.
- Contribute to a team work culture through the development and implementation of service improvement ideas for the library.

## Organisational Responsibilities

- Cooperate with Council in relation to any actions taken to comply with the Occupational Health and Safety Act 2004 and ensure that actions taken by the employee do not interfere with or place at risk the health, safety or wellbeing of the employee or any person in the workplace.
- Ensure compliance with all Privacy Legislation and treat all information of a personal and sensitive nature concerning the business of Council, Ratepayers or Residents in a professional and confidential manner in accordance with Council's information and records management procedures.
- Ensure that all Council's policies, procedures, systems and work practices are implemented and adhered to, in particular, in human resource management, risk management, financial management, governance, procurement, and customer service.
- Act in a professional manner at all times while performing duties for and/or representing Frankston City Council in accordance with the Staff Code of Conduct.
- Frankston City Council has zero tolerance of child abuse and is committed to creating and maintaining a Child Safe and Child Friendly City where all children are valued and protected from harm and abuse. It is expected that the successful incumbent of the position will implement and adhere to the above statement and Frankston City Council's Child Safe Policy whilst completing their duties.

## OTHER DUTIES:

Responsibilities and duties included in this Position Description are subject to the Multiskilling provisions of the Frankston City Council Enterprise Agreement.

Employees may be asked to assist with emergency related functions if the Municipal Emergency Management Plan is enacted. Under the *Emergency Management Act 1986*, this may include providing emergency response, relief and recovery services to the community.

**POLICE RECORDS CHECK:**

The incumbent must have and maintain a current Police Records Check: **YES**

**WORKING WITH CHILDREN CHECK:**

The incumbent must have and maintain a current Working with Children Check: **YES**

**AUTHORISATION/DELEGATION:**

The incumbent will be an Authorised Officer under appropriate delegations: **YES**  **NO**

**ORGANISATION RELATIONSHIPS AND RESOURCE MANAGEMENT RESPONSIBILITIES:**

<b>Reports to:</b>	Team Leader Libraries
<b>Supervises:</b>	Library Operations staff when rostered as Duty Manager.
<b>Internal contacts:</b>	All library staff and volunteers
<b>External contacts:</b>	Library patrons, professional groups and community groups as appropriate

**ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

The incumbent is responsible and accountable for:

- Performing tasks of Duty Manager as per roster
- Maintaining building and information security including relevant passwords and codes.
- Ensuring the accuracy of database searching and information given to Library patrons and Council customers and other Council staff.
- Ensuring Council's Risk, OHS and Injury Management Plans are observed and complied with at a personal and operational level
- Ensuring compliance with all privacy legislation and treating all information of a personal and sensitive nature concerning the business of Council, ratepayers and residents in a professional and confidential manner.
- Adhering to library and council policies, practices, procedures and standards in delivering information and Council service to library customers.

The incumbent has the following delegations:

- Signing letters, reports etc. to n/a
- Receipting payments on behalf of Council departments
- Preparing Council payments for Banking in accordance with established Council and Library procedures.
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The incumbent is accountable for:

- adhering to and implementing the Organisational Responsibilities set out in the Key Outcomes and Responsibilities, above.

**JUDGEMENT AND DECISION MAKING:**

The incumbent is required to use judgement and make decisions relating to:

- Responding appropriately to difficult customers and emergency situations
- Using initiative and creativity to solve problems.
- Guidance and advice may be available within the time required to make a choice.

- May involve solving problems, using procedures and guidelines and applying professional or technical knowledge or knowledge acquired through relevant experience.

### SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be demonstrated and utilised:

- Competency in the use of a range of information technology and software tools in the provision of library services.
- Willingness to embrace emerging technologies.
- Capacity to investigate and analyse initiatives in service and program delivery.
- Capacity to analyse enquiries and to utilise relevant resources for customer satisfaction.
- Ability to effectively undertake routine library duties.

### MANAGEMENT SKILLS:

The incumbent must demonstrate and apply the following management skills:

- Ability to provide direction, leadership and on-the-job training to supervised team members and volunteers.
- Ability to manage time effectively, set priorities and organise one's own work and that of supervised employees in an effective and efficient manner in order to achieve set objectives within the resources available and agreed timelines.
- Ability to generate reports relating to Eftpos, Library and Council payments.
- Demonstrated cash management skills for preparing Library and Council payments for banking.
- Investigative, analytical and problem solving skills.
- Willingness to learn and develop new skills, and use feedback to improve performance.
- Positive attitude to change and assisting customers to adapt to the changing vision of libraries in the future.

### INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated and utilised:

- Demonstrated commitment to team values, and behaviours through interaction with team and customers.
- Well-developed interpersonal and communication skills, and good self-awareness, leading to the creation of a positive work environment.
- Ability to gain cooperation and assistance from team members and to allocate and prioritise tasks as designated.
- Demonstrated well-developed interpersonal and communication skills to contribute to a harmonious and positive work environment.
- Ability to handle dissatisfied customers in a friendly and calm manner and achieve fair and appropriate outcomes.

### QUALIFICATIONS AND EXPERIENCE:

The following qualifications and/or experience are required for the position:

- A relevant tertiary qualification in Library and Information Services or related discipline which enables professional membership of ALIA.
- Experience in reference and information work including online research and database use.
- Demonstrated experience and up-to-date knowledge of library trends in regard to the delivery of online library services.
- Current Victorian Driver Licence.

## SELECTION CRITERIA:

Selection will be based on the following Selection Criteria. However, reference will also be made to other attributes, skills and knowledge as listed in the Position Description:

### Mandatory/Essential:

1. Flexible and enthusiastic attitude to achieve positive outcomes for library patrons and the wider community.
2. Ability to manage time effectively, set priorities and organise work in an effective and efficient manner in order to achieve set objectives within the resources available and agreed timelines.
3. Demonstrated proficiencies in managing staff and building customer relationships.
4. Demonstrated proficiencies in delivery of library information and other library and council services.
5. A relevant tertiary qualification in Library and Information Services which confers professional membership of ALIA.
6. Demonstrated excellence in written and verbal communication skills in order to liaise with diverse community and professional groups.

## PHYSICAL REQUIREMENTS OF THE POSITION:

The physical requirements of the position are outlined below:

Task	Performed Frequently	Performed Sometimes	Never/Rarely Performed
	More than 2 hours in 1 shift or continually for 30 min	Less than 2 hours in 1 shift	Infrequent use/activity
Keyboard duties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reading tasks	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Writing tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Sitting (extended periods)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking/Standing (Briefly)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walking/Standing (Extended)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving Car/Utility/Tractor/Truck/Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Lifting/Carrying duties (Light) <10kg	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting/Carrying duties (Heavy) >10kg	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pushing/Pulling tasks (Light) <10kg	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Pushing/Pulling tasks (Heavy) >10kg	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Chopping/Digging tasks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Bending/Kneeling requirements	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Climbing (stairs, ladders/scaffold)	<input type="checkbox"/>	<input type="checkbox"/>	X
Handling grease/oils	<input type="checkbox"/>	<input type="checkbox"/>	X
Exposure to dust/dirt/hazardous materials	<input type="checkbox"/>	<input type="checkbox"/>	X
Exposure to chemicals and/or detergents	<input type="checkbox"/>	<input type="checkbox"/>	X
Stress - Difficult customers	<input type="checkbox"/>	X	<input type="checkbox"/>
Tight deadlines	<input type="checkbox"/>	X	<input type="checkbox"/>
Other (Please specify)	<input type="checkbox"/>	<input type="checkbox"/>	X
Exposure to hot/cold temperature	<input type="checkbox"/>	<input type="checkbox"/>	X

#### AGREEMENT:

I accept and agree to the duties in this Position Description.

I understand that this Position Description is to be read in conjunction with Council's Enterprise Agreement and General Terms and Conditions of Employment, and I agree to abide by the terms and conditions of employment stipulated therein.

Name:

Signature:

Date: