Library Technology Support Officer

CITY OF
MONASH

Position Number:	P132003
Banding/Remuneration:	Band 4
Division/Branch:	Community Services/ Arts & Libraries
Reports To:	Team Leader Library Technology and Branch
Date Approved:	September 2024

Position Objectives:

The position is responsible for the provision of high-level front of house customer service to library customers including the effective operation and presentation of the facility, supporting staff with the use of equipment and technology and assisting with IT troubleshooting in the branches.

The incumbent will be required to train, lead and motivate branch staff and be involved in a variety of administrative tasks including but not limited to the provision of administrative support, overseeing building maintenance, branch financial takings and ensuring that the procedure documentation is current and accurate.

Team Structure:
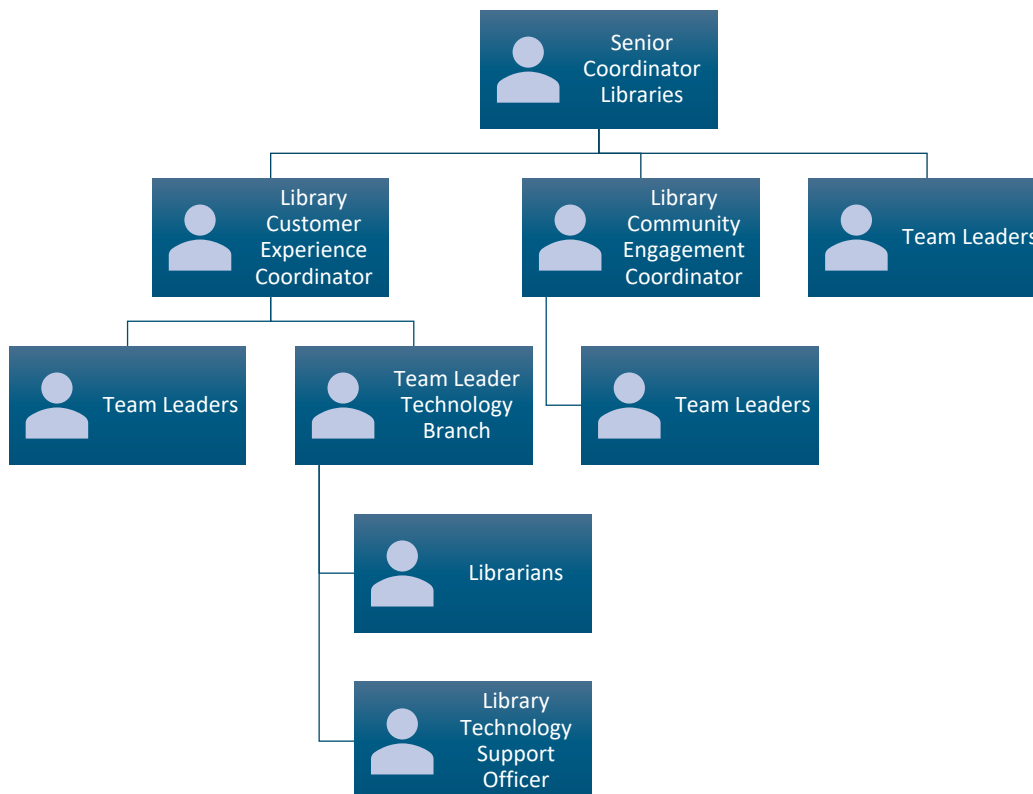
Key Responsibility Areas:

Customer service, supervision and training

- Provide excellent customer service including but not limited to the provision of accurate and courteous customer information, equipment and technology support and basic IT troubleshooting
- Delivers general and specific training programs for staff and customers including but not limited to library systems and resource use, new and emerging technologies
- Actively promote all library services and activities to the public
- Assist with program delivery e.g. technology classes as required
- Monitor customer related workflows and allocate duties on the library floor and in the workroom
- Ensure accurate and timely shelving of library material
- Ensure regular shelf reading is undertaken so the collection is in order
- Direct, lead and motivate customer service staff
- Train library staff for customer service-related duties including aspects of the Library Management System
- Identify staff training needs and report to the Library Leadership Team
- Oversee adherence to policies and procedures in conjunction with Team Leader and senior staff on duty
- Providing a high level of service to internal and external customers by communicating effectively to resolve enquiries and fulfil requests
- Provide excellent reference and information services to the Monash Council & community
- Facilitate a safe working environment in accordance with Monash Occupational Health and Safety policies and procedures.
- Active participation in Team meetings

Information Technology Support

- Troubleshoot computer and equipment problems, including PCs, printers/photocopiers, RFID equipment, communications equipment and computer software at the service points/branches
- Takes appropriate action to rectify the problems and log any IT issues with council IT Help Desk
- Monitors self-check and other RFID equipment and notifies appropriate Leadership Team members of any enhancements needed or flags issues for escalation
- Liaises with the Council IT Team on computer hardware and software issues in the library service

Overseeing building & equipment

- Ensure the presentation of the library is of a high standard
- Supports the proactive promotion and marketing of all library programs and services
- Monitor building, safety, cleaning and equipment maintenance and report maintenance issues as appropriate
- Ensure that the library complies with Monash Occupational Health and Safety policies and procedures

Administrative duties

- Collate and record branch statistics
- Coordinate all bookings for community displays and meeting rooms
- Contribute to the revision of procedures, update the Procedures Manual and write new procedures as required

- Check branch rosters for staffing levels
- Coordinate work experience / community service students
- Ensure branch stationary supplies are adequate
- Take responsibility for petty cash and supervise the reconciliation of branch cash takings in accordance with council cash handling procedures
- Assist librarians with program set up as required
- Other duties as directed

Availability

- To be able to work hours either at short notice, or as advertised in advance via the rosters
- To be able to work a range of shifts, including day and evening shifts Monday to Friday, and Saturdays and Sundays
- To be available to attend relevant meetings and training sessions as scheduled

Accountability and Extent of Authority:

- Accountable to the branch Team Leaders and Coordinators for the efficient delivery of branch services and operation of the branch.
- Accountable to the branch Team Leaders and Coordinators for reporting and follow up of IT issues.
- Accountable to the branch Team Leaders and Coordinators for reporting and follow up of building maintenance issues.
- Within Library policies and procedures, appropriately respond to customer enquiries and requests relating to the services and programs provided by the library service.

Judgement and Decision Making:

- Make informed decisions regarding workflow and work practices at the service point
- Make informed decisions on a daily basis regarding customer service
- Where established practices are not in place, a logical approach based on professional knowledge and judgement is necessary. Advice is always available from librarians and coordinators to assist in decision-making.

Specialist Knowledge and Skills:

- Excellent customer service skills
- An understanding of the role of public libraries in the community
- Ability to develop and maintain effective working relationships
- Ability to be accurate and attend to detail
- Well-developed IT skills, including an understanding of computer and mobile technologies and the online environment
- Ability to troubleshoot minor IT issues at a branch level

Management Skills:

- Experience in supervision

- Ability to prioritise circulation tasks within the branch to ensure high level customer service is delivered at all times
- Understanding of manual handling practices and ability to implement these practices at a service point or within the branch team
- Ability to manage own time, set priorities and organise tasks

Interpersonal Skills:

- Be a role model by exercising resilience and demonstrating a positive attitude
- Ability to communicate effectively with library customers
- Ability to work independently and as part of a team
- Ability to gain the cooperation and assistance of other staff
- Strong communication skills, both written and oral
- An awareness of cultural diversity
- Ability to speak a language or languages other than English is well regarded

Qualifications and Experience:

- Diploma of Library & Information Services (Library Technicians qualification), or relevant experience
- Experience in supervising staff
- Ability to speak a language or languages other than English is well regarded
- Working With Children Check and Police Check
- Current Victorian driver's licence

Key Selection Criteria:

- Demonstrated commitment to customer service excellence, including the ability to deal with difficult customers
- Proven expertise in the technological area and current knowledge of technology including online resources, library management systems, mobile device technology, social media applications and emerging technologies
- Ability to work independently and as a part of a team
- Ability to liaise effectively with community groups; council staff and other external agencies
- Well-developed verbal and written communication skills

IT skills

- High level ICT skills and knowledge of MS Office software
- Sound skills in trouble shooting minor IT issues within the branch setting

Management skills

- Supervisory experience
- Understanding of manual handling practices and ability to implement these practices at a service point or within the branch team
- Ability to manage own time, set priorities and demonstrate organisational capacity

Physical requirements of the role

- Substantial manual handling is an inherent physical requirement of this role. The incumbent will be required to bend, lift, squat and carry loads
- Use of computer/screen based equipment is required
- Travel between library service points is required

Organisational Context:

The City of Monash has a growing, passionate and cosmopolitan population estimated around 193,000 residents (2021). We are one of Victoria's leading Councils, serving a large well established community with very highly skilled and well-educated population. Monash is a proud multicultural community with almost half of our community born overseas and coming from more than 106 countries.

These key directions are driven by a commitment to a sustainable city, inclusive services, enhanced places and good governance, across five (5) Divisions:

- Executive
- City Development
- City Services
- Corporate Services
- Community Services

Our Vision: "To be the most liveable city in Victoria"

Our Mission: "Make a difference through commitment, leadership and expertise."

Our Values:

- **Accountability**
  We are responsible for our actions and behaviours every day.
- **Respect**
  We value diversity and appreciate others.
- **Teamwork**
  We work collaboratively to achieve shared goals.

Monash Council is committed to be a **flexible, safe, equal, and inclusive workplace** where we embrace and support diversity.

We are committed to being a child safe organisation and have zero tolerance to child abuse.