

## POSITION DESCRIPTION

<b>POSITION TITLE:</b>		Collections and Reader Development Officer			
<b>POSITION NO:</b>		703714	<b>CLASSIFICATION:</b>		Band 4
<b>DIVISION:</b>		Community Wellbeing			
<b>BRANCH:</b>		Library Services			
<b>REPORTS TO:</b>		Team Leader Collections and Reader Development			
<b>POLICE CHECK REQUIRED:</b>	Yes	<b>WORKING WITH CHILDREN CHECK REQUIRED:</b>	Yes	<b>PRE-EMPLOYMENT MEDICAL REQUIRED:</b>	Yes

Yarra City Council is committed to being a [child safe organisation](#) and supports flexible and accessible working arrangements for all.

*This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.*

*We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.*

### POSITION OBJECTIVE

The library operates in a team environment in which three teams, Library Management, Library Resource and Technology, and Library Community Learning and Partnerships, work together to achieve the objectives and initiatives outlined in Yarra Libraries Strategic Plan.

To achieve this objective the incumbent will:

- Contribute to the achievement of Yarra Libraries business strategy, vision and values
- Provide collections support for Yarra Libraries, including:
  - Delivery of resource sharing activities, including InterLibrary Loans Service and SWIFT Consortium IntraLibrary Service
  - Acquisitions activities, including receiving goods, processing magazines, invoice payments, ordering supplies
  - Collection maintenance activities, including spine label changes, short entry cataloguing, copy cataloguing
- Support the development, delivery and promotion of programs and events for individuals and communities that support lifelong learning, improve literacy outcomes and encourage a love of reading

- Provide proactive customer service in line with Yarra Libraries strategy, standards and values

## ORGANISATIONAL CONTEXT

Yarra Council seeks to foster an inclusive and dynamic community. It recognises that engaging in social and cultural activities enhances community belonging and well-being.

Yarra's suburbs have a rich and varied history which is reflected in the city's built form, natural environment and diverse population, which has a strong sense of community.

Lifelong learning and access to information and cultural resources has a place in the lives of all people, and Yarra Libraries has a valuable role to play in supporting our community as they learn, discover, imagine and engage.

Yarra Libraries is a dynamic public library service, providing a welcoming inclusive and stimulating environment where lifelong habits of learning and self-expression are encouraged, a love of reading is nurtured, and where library users can meet their educational, information and recreational needs.

Yarra Libraries Vision is *Connect Discover Inspire*.

Yarra Libraries Mission as indicated in the Yarra Libraries Strategic Plan 2017–20 is:  
*To provide a place for all people to connect with others, discover new things and find inspiration, both within the library walls and beyond.*

Yarra Libraries sits within the Community Wellbeing Directorate and is responsible for the provision and management of public library services to the community, through five static libraries at Carlton, Collingwood, Fitzroy, Bargoonga Nganjin North Fitzroy and Richmond, and a virtual presence online (at <https://library.yarracity.vic.gov.au/>).

The library service employs staff within the three core functional areas including Administrative Support, Resource and Technology, and Community Learning and Partnerships.

## ORGANISATIONAL RELATIONSHIP

<b>Position reports to:</b>	Team Leader, Collections and Reader Development
<b>Position supervises:</b>	Not applicable
<b>Internal Relationships:</b>	Yarra Libraries staff Yarra City Council Staff
<b>External Relationships:</b>	Yarra Libraries members City of Yarra residents Staff at other library service within Victoria and Australia Suppliers and contractors

## **KEY RESPONSIBILITIES AND DUTIES:**

### **1. Collections and Reader Development Support**

- Maintain accurate documentation about Collections and Reader Development Team processes, procedures and statistics
- Receive physical items and magazines in a timely and efficient manner, and follow-up with suppliers as necessary
- Submit and process invoices in a timely and efficient manner
- Order, receive and maintain sufficient acquisitions materials and supplies (e.g. AV cases, stationery) to support efficient workflows
- Undertake short entry and copy cataloguing, and downloading Libraries Australia records as required
- Support Team Leader with suggestions for improved workflows
- Work collaboratively with Collections and Reader Development colleagues to promote events and programs that support lifelong learning and encourage a love of reading

### **2. Resource Sharing Activities – InterLibrary Loans (ILL) and SWIFT Consortium IntraLibrary activities**

- Liaise with colleagues at other library services in relation to Resource Sharing Activities
- Maintain accurate documentation about ILL processes and procedures, including recording statistics and processing invoices
- Use appropriate technology such as Library Link Victoria, Libraries Australia database and Symphony Library Management System (LMS) to coordinate InterLibrary Loans for Yarra Libraries
- Process SWIFT in-transit, mismatched, missing and lost items in a timely manner
- Assist with unpacking, sorting and delivery of in-transit materials to and from SWIFT Libraries as required
- Attend meetings and training related to Resource Sharing Activities, as appropriate
- Provide training, advice, support and guidance to Yarra Libraries' colleagues in InterLibrary Loans procedures

### **3. Customer Service**

- Perform a range of rostered library operations that support customers in a self-service environment based on a high level of knowledge of library products and services including circulation and collection maintenance duties
- Respond to enquiries in a proactive, effective and timely manner
- Provide customers with information relating to the collections and services offered by Yarra Libraries
- Communicate effectively and follow up with colleagues in meeting the specific needs and expectations of customers as required
- Participate in the development and delivery of activities and programs that support the library as a place for reading, learning and community
- Collaborate with teams across Yarra Council to ensure the specific needs and expectations of customers are met
- Where required, provide support and undertake duties in other library areas to meet the operational requirements of Yarra and deliver quality customer service to the Yarra community

### **4. Continuous Improvement**

Contribute to the continuous improvement and development of Yarra Libraries by participating in the following regular and ongoing activities as required:

- training programs
  - team meetings
  - branch meetings
  - meetings with specific Team Leader
  - professional networks, seminars / workshops as required
5. The ability to work across all Yarra Libraries branches, and on evenings and weekends.
  6. Ability to lift up to 15 kg in a safe manner, using OHS manual handling procedures.
  7. The incumbent is willing to undertake other duties as required.

## **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

Positions within this band are essentially 'doing' jobs and are often the providers of information and support to patrons and/or to more senior employees.

The work is performed within specific guidelines but has scope to exercise some discretion.

The freedom to act is limited by standards, procedures, the content of the position description and the nature of the work assigned to the position from time to time. Nevertheless employees in this band should have sufficient freedom to plan their work at least a week in advance.

Employees within this band may supervise employees.

The effect of decisions and actions taken in this band is usually limited to a localised work group, function, job or client.

## **Safety and Risk**

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child, Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

## **Sustainability**

- Embrace the following Sustaining Yarra principles through day to day work:
  - Protecting the Future
  - Protecting the Environment
  - Economic Viability
  - Continuous Improvement
  - Social Equity
  - Cultural Vitality
  - Community Development
  - Integrated Approach

## **Yarra Values**

- Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:
  - Respect
  - Teamwork

- Innovation
- Sustainability
- Accountability
- Integrity

## **JUDGEMENT AND DECISION MAKING**

- The nature of the work is well defined with procedures well understood and clearly documented. The work will involve the application of professional knowledge or knowledge acquired through relevant experience. Guidance and advice is always available within time to make a choice. The authority and freedom to act in the position is subject to the objectives, policy guidelines and the budget constraints of the Division, as determined by Yarra Council and the Executive Team.

## **SPECIALIST KNOWLEDGE AND SKILLS**

- Knowledge of Library Link Victoria module, or Libraries Australia Document Delivery module and procedures associated with InterLibrary Loans (both sending and receiving)
- Knowledge of cataloguing standards (RDA, MARC21, FRBR), descriptive cataloguing, subject cataloguing and call number construction
- An understanding of the strategic objectives of Yarra Council and Yarra Libraries as well as understanding relevant policies and regulations

## **MANAGEMENT SKILLS**

- Organise, prioritise and plan own work, to achieve organisational objectives efficiently and sustainably within agreed timeframes and budget
- Identify and recommend improvements to support Team Leader in administrative processes of the team
- Retain the confidentiality of all Yarra Council business
- May assist other employees by providing guidance, advice, support and on the job training.

## **INTERPERSONAL SKILLS**

- Well-developed communication skills, including spoken, listening, presentation and written skills
- Ability to prepare routine correspondence and reports
- Display a positive attitude to the work environment and maintain flexibility in work practices
- Excellent customer service
- Work effectively independently and within a team environment
- Ability to gain cooperation and assistance from other employees and members of the public within a well-defined scope of activities

## **QUALIFICATIONS AND EXPERIENCE**

- Eligibility for Library Technician membership of the Australian Library and Information Association (ALIA).
- Experience using Library Link Victoria, or Libraries Australia Document Delivery for processing interlibrary loans is desirable.
- Experience working in a multicultural environment and/or abilities in a language other than English is desirable.

## **KEY SELECTION CRITERIA**

1. Well-developed digital skills, including confidence to learn and use a range of technologies.
2. Experience in short entry and copy cataloguing, including downloading records from Libraries Australia.
3. Works collaboratively with others, contributing knowledge, ideas and experiences to achieve team and organisational goals.
4. Excellent communication skills, including written, spoken and listening capacities, and the ability to adapt communications to a range of audiences and formats.
5. Demonstrated customer service skills, working in accordance with our values and behaviours, and having a fair and flexible approach to work.
6. Maintains focus on tasks, goals and objectives, pays attention to detail, and is able to prioritise and manage deadlines within an environment of change and conflicting or competing demands.