



POSITION DESCRIPTION

POSITION TITLE:		Library Officer			
POSITION NO:		703695	CLASSIFICATION:	Band 3	
DIVISION:		Community Wellbeing			
BRANCH:		Library Services			
UNIT:		Resources and Technology			
REPORTS TO:		Team Leader Customer Experience			
POLICE CHECK REQUIRED:	No	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	Yes

Yarra City Council 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 OBJECTIVES

This position is responsible for the provision of excellent customer service to the Yarra community. The incumbent will work within library policies and procedures to provide timely, accurate and customer focussed services. The incumbent will deliver excellent quality customer service at the circulation desk, assist in collection maintenance and assist in the professional presentation of library facilities.

ORGANISATIONAL CONTEXT

The Municipality is committed to efficiently and effectively servicing the community to the highest standards, protecting, enhancing and developing the City's physical and social environment and building the population and business base. A major

imperative of the Organisation is the introduction of a best value framework with an emphasis on customer service and continuous improvement.

The Library Services Branch is responsible for the Yarra Libraries and Arts and Cultural Services.

The aim of Yarra Libraries is to ensure the provision of a public library service which will meet the current and future information, recreation, educational and cultural needs of the diverse communities of Yarra.

ORGANISATIONAL RELATIONSHIP

Position reports to: Team Leader Customer Experience

Position supervises: Not applicable

Internal Relationships:

Team Leader Customer Experience
Other library staff on a day to day basis.
Other Yarra Council staff as required.

External Relationships: Library customers

KEY RESPONSIBILITY AREAS AND DUTIES

2.1 Customer Service

- Provide excellent customer service on the desk
- Provide accurate, complete, non-judgemental and courteous information to all patrons at the Desk and via telephone enquiries
- Ensure library rules for the protection of library patrons and property are followed.
- Issue and renew library materials
- Follow approved cash handling procedures
- Actively promote library services and activities to the public
- Process membership applications
- Respond to simple reference and Reader's Advisory inquiries
- Take bookings for computers, library activities, meeting rooms and display facilities
- Perform other tasks as directed by the branch Team Leader

2.2 General Library & Collection responsibilities

- Return items promptly and efficiently
- Pack and unpack the courier run
- Use the Procedures Manual to ensure adherence to policies and procedures
- Assist librarians with collection maintenance and repair
- Regular shelf reading to ensure the collection is in order
- Ensure accurate and timely shelving of library material
- Report branch IT issues to Technical Services in accordance with procedures
- Trouble shoot library computer and hardware as appropriate
- Assist with library activities and functions

2.3 Library Presentation

- Ensure the presentation of the library is of a high standard, ensuring a neat, clean, functional and inviting library
- Display current local information on the library notice boards

- Tidy shelves to ensure high standard of library presentation
- Ensure library displays are current and professionally presented

2.4 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 training sessions as scheduled

2.5 Workplace Health and Safety

- In conjunction with other staff, participate in the ongoing audit of workplace facilities, security, materials, substances and activities, including the identification and reporting of workplace hazards. All members of staff are responsible for hazard identification and reporting in line with Yarra City Council's Occupational Health and Safety policy and procedures.

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 and under general supervision.

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 several days in advance.

Outcomes of work are readily observable.

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

Safety & 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 clearly defined with procedures well understood and clearly documented. The particular tasks to be performed may involve selection from a limited range of existing techniques, systems, equipment, methods or processes in a defined range of recurring work situations. Guidance and advice is always available.

MANAGEMENT AND INTERPERSONAL SKILLS

This position requires basic skills in managing time and planning and organising one's own work so as to achieve specific and set objectives in the most efficient way within resources available and within a set timetable.

Employees in this band may assist other employees by providing guidance, advice and training on routine technical, procedural or administrative/ professional matters.

QUALIFICATIONS AND EXPERIENCE

- Minimum of Year 11 education
- Customer Service experience

KEY SELECTION CRITERIA

- Ability to effectively and efficiently provide quality customer service to a range of people from diverse backgrounds, cultures and abilities.
- Ability to self-manage own time, priorities and duties and work as a part of a team
- Well-developed verbal/non-verbal and written communication skills
- Ability to adapt successfully to changing situations and environments
- Ability to support library staff with programs, events and activities
- Demonstrated ability to use a variety of computer software, hardware and sound IT trouble shooting skills to support customer needs.