

# LIBRARY OFFICER / LIBRARIAN



<b>VERSION:</b>	V1 – 19.07.23
<b>DEPARTMENT:</b>	Arts, Events & Libraries
<b>PREPARED BY:</b>	Luke Dexter – Head of Libraries Shelley Gasperino – Team Leader Library Customer Service Alcina Barrett-Kilby – Branch Coordinator Nicholas Tsamopoulos – Library Support Officer - Technology and Systems Katrine Lee – Library Officer Skip Fulton -Team Leader Health and Safety Ben Southam – PACE Health Management
<b>WORK SCHEDULE:</b>	Monday – Friday: 9am – 5pm or 10am – 6pm or 12pm-8pm, *60minute lunch break Saturday: 9am – 2pm, *10minute break. Sunday: 1:30pm-5pm, *No break
<b>LOCATION/S ANALYSIS UNDERTAKEN:</b>	Parkdale Library – 96 Parkers Road, Parkdale.

<b>Organisation specified objectives of this analysis</b>	Functional Task Analysis Pre-Employment Functional Screening Assessment Creation
<b>Task Modifications Available - Physical</b>	Lighter duties Reduced work rate Increased breaks
<b>Task Modifications Available – Cognitive</b>	Ability to work independently Ability to work in teams Remote support
<b>Task Modifications Available Environmental</b>	Ability to rotate work within facility Ability to change tasks depending on environment
<b>Most prevalent workplace injuries:</b>	Lower back pain Repetitive strain injuries
<b>Most prevalent workplace injury incidents/tasks:</b>	Lifting Sand bags Lifting crates Shelving books Moving furniture Prolonged sitting/standing
<b>Description and primary purpose of role:</b>	<p>The Librarian at the City of Kingston will play a vital role in ensuring the high standard of library services are initiated and delivered. The incumbent will demonstrate face-to-face customer focused service, create a positive experience for all library customers, promote the collection and ensure your specialist knowledge information and research skills enhance the customer experience while they engage with our libraries and the diverse services and programs we offer.</p> <p>As a librarian, you will be expected to demonstrate your capabilities to coach, supervise and mentor staff.</p> <p>The incumbent will deliver innovative and customer focused service reflecting Kingston Libraries - Our Customer Service Story standards and the Library Strategy 2019-2030 actions.</p>

ENVIRONMENTAL FACTORS	Description
Temperature	Combination indoors and outside (split 98%/2%)
Noise (e.g could not hear a person talking from 1 metre away/unable to concentrate on task)	Not applicable
Vibration	Not Applicable
Personal Protective Equipment	Not Applicable
Machinery/Tools	Scanners, Copiers, 3D Printers, Badge making machine, Cricut machine, Trolleys, Bins, Computers, DIY Kiosk, Table/chairs/couches, Shelving, Sand Bags
Uneven Terrain	NA
Wet/Slippery	Entrances on wet days



Manual Handling Physical Demand Rating Classification Guide:

Physical Demand Rating	Tick	Weight/Force Exerted to push or pull items.	Weight Lifted or carried
Sedentary		Exerting less than 4.5 kg of force occasionally, negligible force to push objects needed to push or pull objects.	>4.5 kg occasionally, 1-3 kilograms frequently to lift or carry objects.
Light		Exerting up to 9 kilograms occasionally and 4.5 kilograms frequently or negligible amounts of force constantly to push or pull objects.	Exerting 4.5-9 kg occasionally, 3-4.5kilograms frequently to lift or carry objects.
Medium	✓	Exerting up to 9-23 kilograms occasionally and or 4.5-11 kilograms frequently or 4.5kg force constantly to push or pull objects.	>9-15 kg occasionally, 4.5 -11kg frequently to lift or carry objects.
Heavy		Exerting up to 23-45 kilograms occasionally and or 11-23 kilograms frequently or 4.5kg force constantly to push or pull objects.	>15-20 kg occasionally, 11-16kg frequently to lift or carry objects.
Very Heavy		Exerting up to >45 kilograms occasionally and or >23 kilograms frequently or 9kg force constantly to push or pull objects.	20kg+ occasionally, 16+ kg frequently to lift or carry objects

Cardiovascular Physical Demand Rating Classification Guide:

Physical Demand Rating	Tick	Cardiovascular Demand
Sedentary		A role predominantly involving sitting with occasional standing and walking. Low level force and slow movements required occasionally. Heart Rate <40% maximal Heart Rate or 4/10 effort
Light		A role involving frequent standing or walking with occasional bouts of sitting. Physical tasks in this role are light in nature, completed at a slow pace and could be sustained throughout the working day without noticeable increase in breathing rate or levels of exertion. Heart Rate 40-55% maximal Heart Rate or 4-5.5/10 effort
Medium	✓	A role involving frequent to constant walking and standing with occasional bouts of sitting. Some physical tasks in the role are light to moderate in nature, completed at a moderate pace and could not be sustained for periods of greater than 20 minutes at a time, the participant will have a noticeable increase in breathing and exertion rate but is still able to say a sentence before requiring to take a breath. Heart Rate 55-70% maximal Heart Rate or 5.5-7/10 effort
Heavy		A role involving frequent to constant walking and standing with rare bouts of sitting. Most physical tasks in the role are moderate to heavy in nature, completed at a moderate to fast pace and could not be sustained for periods of greater than 10 minutes at a time, the participant will have a noticeable increase in breathing and exertion rate and will require to take a breath every few words. Heart Rate 70-90% maximal Heart Rate or 7-9/10 effort
Very Heavy		A role involving frequent to constant walking and standing with rare bouts of sitting. Most physical tasks in the role are heavy in nature, completed at a fast pace and could not be sustained for periods of greater than 5 minutes at a time, the participant will have a noticeable increase in breathing and exertion rate and will be puffing and panting. The heavy work may be interspersed with short periods of rest. Heart Rate >70% maximal Heart Rate or 9+/10 effort

## HEALTH MONITORING CONSIDERATIONS

CRITERIA	YES / NO
Exposure to hazardous noise	NO
Exposure to manual handling as part of normal activities	YES
Exposure to hazardous chemicals	NO
Exposure to hazardous manual handling	YES

## HAZARDOUS MANUAL HANDLING

MANUAL HANDLING TASKS ARE ASSESSED IN ACCORDANCE WITH THE WORKSAFE VICTORIA COMPLIANCE CODE: HAZARDOUS MANUAL HANDLING. USE THIS CHECKLIST TO IDENTIFY IF A MANUAL HANDLING TASK IS CONSIDERED AS HAZARDOUS. IF ANY BOXES ARE SELECTED, THE TASK INVOLVES HAZARDOUS MANUAL HANDLING.

Work/Task	Repetitive or sustained application of force	Sustained awkward posture	Repetitive movement	Application of high force	Exposure to sustained vibration	Handling of live people or animals	Unstable or unbalanced loads or loads that are difficult to grasp or hold	For known risks are suitable control measures available now?	If yes, provide details
Shelving books		X	X						Task rotation Increased breaks Supportive equipment (trolleys) Manual handling training
Lifting Sand bags Lifting crates Moving furniture		X							Assisting lifting/manoeuvring with a colleague Assisted equipment (trolley) Manual handling training



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# PHYSICAL DEMAND MATRIX

**POSITION ASSESSED:** Library Officer / Librarian

**KEY:** **R:** Rarely **O:** Occasionally 1-33% or <2.5hrs/shift **F:** Frequently 33-66% or >2.5-5 hrs/shift **C:** Constant 67-100% or >5-8 hours of shift **OH:** Occasional High Frequency (Posture/Movement repeated/held for 3 + minutes at a time)

## SUSTAINED POSTURES AND MOBILITY REQUIREMENTS

Posture Required	R	O	F	C	OH	Typical Maximal Holding Time	Typical Holding Time
Standing				x		3 hours	60 minutes
Sitting		x				60 minutes	30-60 minutes
Walking				x		3 hours	60 minutes
Unilateral Kneel (one knee)		X				10 minutes	1-5 minutes
Bilateral Kneel (two knees)		x				10 minutes	1-5minutes
Reaching Overhead		X				30 seconds	1-10 seconds
Reaching forward			X			30 seconds	1-10 seconds
Reaching Shoulder height			X			30 seconds	1-10 seconds
Computer based work			x			60 minutes	1-10 minutes
Climbing Stairs		x				60 seconds	1-30 seconds
Stooping or bending				x		30 seconds	1-10 seconds
Climbing Ladders		x				60 seconds	1-30 seconds
Crawling		x				5 minutes	10-60 seconds
Twisting				x		60 minutes	10-30 minutes
Crouching		x				5 minutes	10-60 seconds
Turning				x		60 minutes	10-30 minutes
Looking up/Down				x		5 minutes	10-60 seconds
Writing/Typing/			x			60 minutes	1-10 minutes
Scanning				x		3 hours	60 minutes
Squatting		x				5 minutes	10-60 seconds
Sweeping/Mopping		x				5 minutes	10-60 seconds
Brush and Pan		x				5 minutes	10-60 seconds
Pushing/Pulling			x			60 minutes	10-30 minutes

Force Exerted	Description
Sedentary	Exerting less than 4.5 kg of force occasionally, negligible force to push objects needed to push or pull objects.
Light	Exerting up to 9 kilograms occasionally and 4.5 kilograms frequently or negligible amounts of force constantly to push or pull objects.
Medium	Exerting up to 9-23 kilograms occasionally and or 4.5-11 kilograms frequently or 4.5kg force constantly to push or pull objects.
Heavy	Exerting up to 23-45 kilograms occasionally and or 11-23 kilograms frequently or 4.5kg force constantly to push or pull objects.
Very Heavy	Exerting up to >45 kilograms occasionally and or >23 kilograms frequently or 9kg force constantly to push or pull objects.

## MANUAL HANDLING DEMANDS

Physical Demands	Metrics (Tasks)	R	O	F	C	OH	Typical Distance (m)	Maximal Weight / Load (kg)	Typical Load (kg)	Typical Reps/hr
Lift floor to waist:	Crates Sandbags Activity tubs Deliveries Lifting chairs Projector screen		x				x	10kg	1-5kg	3
Lift below the knee to waist:	Crates Sandbags Activity tubs Deliveries Lifting chairs Projector screen		x				<10metres	10kg	1-5kg	3
Lift waist to shoulder:	Shelving books Storing equipment				x		0	5kg	1kg	100+
Lift waist to overhead:	Shelving books Storing equipment				x		0	5kg	1kg	100+
Carry bilateral (two arms):	Carrying books Carrying equipment			x			25m	5kg	2kg	
Unilateral Carry (one arm):	Carrying books Carrying equipment			x			25m	5kg	1kg	
Push load:	Book Trolleys Chair Trolleys Moving couches Desk Shelves			x			Heavy	Moder-ate	5-10	
Pull load:	Book Trolleys Chair Trolleys Moving couches Desk Shelves			x			Heavy	Moder-ate	5-10	
Grasping	Working with books				x		Light	Light		
Pinching	Working with books Administration tasks				x		Light	Light		
Fine finger/ Hand Coordination	Working with books Administration tasks				x		Light	Light		

# PSYCHOSOCIAL MATRIX

**KEY: R:** Rarely <1% **O:** Occasionally (1-33% or <2.5hour per shift) **F:** Frequently (33-66% or >2.5-5 hours per shift)  
**C:** Constant (67-100% or >5-8 hours per shift) **OH:** Occasionally high frequency (repeated for 3+ minutes at a time)

	Attribute	Explanation	Frequency Experienced during typical day	General examples Please provide 2-3 examples to provide context
PERSONAL	<b>Decision making/ reasoning</b>	<p>Making good and timely decisions that keep the department moving forward</p> <ul style="list-style-type: none"> <li>- Makes sound decisions, even in the absence of complete information</li> <li>- Relies on a mixture of analysis, experience, and judgement when making decisions</li> <li>- Considers relevant factors and uses appropriate decision-making criteria and principles</li> <li>- Recognises when and reasonable solution will suffice in a timely matter</li> </ul>	Constant	<ul style="list-style-type: none"> <li>- Categorising books, audio visual materials, other items</li> <li>- Prioritising service needs</li> <li>- Referring matters to colleagues or other services</li> <li>- Judgement about service interventions</li> </ul>
	<b>Rule following</b>	<p>Follows policies and procedures in place to ensure business operations are consistent</p>	Constant	<ul style="list-style-type: none"> <li>- Following safety and service procedures and standards</li> <li>- Following collection management guidelines</li> <li>- Use and maintenance of IT and other equipment</li> </ul>
	<b>Literacy skills</b>	<p>An ability to understand written information, to evaluate arguments about this information and formulate necessary written or verbal response.</p>	Constant	<ul style="list-style-type: none"> <li>- Read and understand written information in English</li> <li>- Reading and interpreting written information in different forms (books, handouts, online)</li> </ul>
	<b>Numeracy skills</b>	<p>The ability to understand numerical information as well as the ability to make logical conclusions</p>	Constant	<ul style="list-style-type: none"> <li>- Utilise the Dewey system of numbering to categorise and locate books / information</li> <li>- Basic money handling and calculations (cash and card)</li> <li>- Determining volume, weights and weight limits</li> <li>- Counting items and people</li> <li>- Referencing and calculating time and dates</li> </ul>
	<b>Technical literacy</b>	<p>Anticipating and adopting innovations in department-building digital and technology applications</p> <ul style="list-style-type: none"> <li>- Anticipates the impact of emerging technologies and makes adjustments</li> <li>- Readily learns and adopts new technologies</li> </ul>	Constant	<ul style="list-style-type: none"> <li>- Readily learns and adopts new technologies, software, systems, operating procedures</li> <li>- Confidence to approach and embrace different types of technology</li> <li>- Interact with Library Management System via PC or tablet</li> <li>- Work with different types of mobile devices, operating system and apps</li> <li>- Maintain proficiency in internal systems and external sources (eg: websites and search systems)</li> </ul>
	<b>Coping with pressure and setbacks</b>	<p>Works productively in a high-pressure environment</p> <ul style="list-style-type: none"> <li>- Responds reasonably to difficulty situations</li> <li>- Balances the demands of work life and personal life</li> <li>- Handles criticism well and learns from it</li> </ul>	Frequently	<ul style="list-style-type: none"> <li>- Responds reasonably to difficult situations (challenging stakeholders,</li> <li>- Meeting work expectations and timelines</li> <li>- Handling conflict and feedback from patrons and staff</li> </ul>
	<b>Manages complexity</b>	<p>Making sense of complex, varied quantity, and sometimes contradictory information to effectively solve problems</p> <ul style="list-style-type: none"> <li>- Asks questions to accurately analyse situations</li> <li>- Acquires data from multiple and diverse sources when solving problems</li> <li>- Uncovers root causes to problems</li> <li>- Evaluates pros and cons, risks, and benefits of different solution</li> </ul>	Constant	<ul style="list-style-type: none"> <li>- Asks questions to accurately analyse needs</li> <li>- Understanding and managing competing priorities and expectations</li> <li>- Balancing customer expectations and needs with the library's ability to deliver services</li> </ul>

# PERSONAL

<p><b>Manages Ambiguity</b></p>	<p>Operating effectively, even when things are not certain or the way forward is not clear</p> <ul style="list-style-type: none"> <li>- Deals comfortably with the uncertainty of change</li> <li>- Effectively handles risk</li> <li>- Can decide and act without the total picture</li> <li>- Is calm and productive, even when things are up in the air</li> <li>- Deals constructively with problems that do not have clear solutions or outcomes</li> </ul>	<p>Constant</p>	<ul style="list-style-type: none"> <li>- Deals constructively with problems that do not have clear solutions or outcomes</li> <li>- Deals constructively with unclear customer requests</li> <li>- Recognising, accepting, and adapting to the ever-changing needs and services</li> </ul>
<p><b>Ability to work in isolation</b></p>	<p>Comfortable working in isolation for prolonged periods of time without the company of others</p> <ul style="list-style-type: none"> <li>- Persists in accomplishing objectives despite obstacles and setbacks</li> <li>- Self-led to achieve results</li> </ul>	<p>Occasionally</p>	<ul style="list-style-type: none"> <li>- Ability to stay self-motivated and work without direct supervision</li> <li>- Performs operational activities tasks alone</li> </ul>
<p><b>Emotional Stability</b></p>	<p>Stay composed and forward thinking when faced with challenging situations</p>	<p>Occasionally</p>	<ul style="list-style-type: none"> <li>- Deal with customer requests / upset members of the public (in-person, via phone, via email)</li> <li>- Support individuals experiencing challenging personal circumstances (staff, public)</li> </ul>
<p><b>Concentration</b></p>	<p>Has the ability to maintain a broad, receptive attention to a variety of demands.</p>	<p>Constant</p>	<ul style="list-style-type: none"> <li>- Monitor the safety and security of staff and/or clients</li> <li>- Analyse data and information</li> <li>- Operating equipment</li> <li>- Driving a vehicle</li> <li>- Following checklists and procedures</li> <li>- Facilitate and deliver group sessions and programs</li> </ul>
<p><b>Persistence</b></p>	<p>The ability to accept obstacles, discouragement, distraction, or stressful situations</p> <ul style="list-style-type: none"> <li>- Stay committed when faced with adversity</li> <li>- Persevere in pursuit of short and/or long-term goals</li> </ul>	<p>Frequently</p>	<ul style="list-style-type: none"> <li>- Persevere in pursuit of short and/or long-term goals or objectives</li> <li>- The ability to work through obstacles, discouragement, distraction, or stressful situations</li> <li>- Supporting unpredictable groups / children</li> </ul>
<p><b>Nimble learning</b></p>	<p>Actively learning through experimentation and when tackling new problems by using both successes and failures.</p> <ul style="list-style-type: none"> <li>- Learns when facing new situations</li> <li>- Experiments to find new solutions</li> <li>- Takes on the challenge of unfamiliar tasks</li> <li>- Extracts lessons learnt from failures and mistakes</li> </ul>	<p>Constant</p>	<ul style="list-style-type: none"> <li>- Ability to problem solve and work towards a solution</li> <li>- Finding a solution through unclear direction and parameters</li> <li>- Ability to learn from past experiences, failures and mistakes, and adopt new strategies</li> <li>- Learning to cater for evolving patron needs</li> <li>- Learning to adapt to new library collections (books, magazines, apps, software, promotions, activities)</li> </ul>
<p><b>Ability to follow and complete instructions given</b></p>	<p>Appropriately follows instructions from others without unnecessarily challenging authority</p> <ul style="list-style-type: none"> <li>- Follows procedures and policies</li> <li>- Keeps to schedule</li> <li>- Arrives punctually for work and meetings</li> <li>- Complies with legal obligations and safety requirements of the role</li> </ul>	<p>Constant</p>	<ul style="list-style-type: none"> <li>- Follows procedures and policies</li> <li>- Arrives punctually for work and meetings</li> <li>- Complies with legal obligations and safety requirements of the role</li> <li>- Follows reasonable directions from Supervisors and Team Leaders</li> <li>- Seeks clarity on unclear instructions</li> </ul>
<p><b>Short term focus and/or attention to detail</b></p>	<p>The ability to document key pieces of information that are frequently relied upon to perform workplace tasks</p> <ul style="list-style-type: none"> <li>- The ability to transfer information from one source to another and apply it</li> <li>- The ability to focus on a priority task with distractions present</li> <li>- Able to quickly decipher the importance of number of tasks and prioritise accordingly</li> </ul>	<p>Constant</p>	<ul style="list-style-type: none"> <li>- Prioritising tasks and activities with a service perspective</li> <li>- Accurately categorising and shelving books</li> <li>- Maintaining the condition and presentation of library collections</li> </ul>

<b>Autonomy</b>	The ability to follow your own approach and while making informed, uncoerced decisions and remain motivated when working autonomously	Constant	<ul style="list-style-type: none"> <li>- Provide service to customers when they arrive</li> <li>- Sorting and organising book collections</li> <li>- Completing work tasks from a daily diary</li> <li>- Setting up for an event / group activity</li> </ul>
<b>Ability to work with colleagues/team</b>	<p>Building partnerships and working collaboratively with others to meet shared objectives</p> <ul style="list-style-type: none"> <li>- Works cooperatively with others across the organisation to achieve shared objectives</li> <li>- Represents own views while being respectful to others</li> <li>- Partners with others to get work done</li> <li>- Credits others for their contributions and accomplishments</li> <li>- Gains trust and support of others</li> </ul>	Constant	<ul style="list-style-type: none"> <li>- Abilities to liaise and work with Supervisors and Managers, on a daily basis</li> <li>- Ability to work face-to-face with colleagues as required</li> <li>- Coordinating and supporting external contractors, event organisers and speakers</li> <li>- Working with at least one other person in the library/building</li> <li>- Interaction with colleagues is face-to-face, phone, email, messaging</li> </ul>
<b>Ability to work with consumers</b>	<p>Anticipating and balancing the needs of multiple customers/stakeholders/clients</p> <ul style="list-style-type: none"> <li>- Understands internal and external customers/ stakeholders/client requirements, expectations, and needs</li> <li>- Considers the interests of multiple customers/ stakeholders/clients</li> <li>- Considers cultural and ethical factors relevant to the situation</li> <li>- Acts reasonably despite conflicting demands of customers/stakeholders/clients</li> </ul>	Constant	<ul style="list-style-type: none"> <li>- Working with patrons from all demographics (eg: different ages, cultures, abilities)</li> <li>- Day to day interaction with patrons one-on-one up to small groups of 10-15 patrons</li> <li>- Supporting occasional group activities/events up to 100 patrons (including babies)</li> <li>- Assist patron with requests and enquiries to access and use library services, materials and resources</li> </ul>
<b>Productivity Demands</b>	<p>Understanding the effective and efficient processes to get things done, with a focus on continuous improvement</p> <ul style="list-style-type: none"> <li>- Identifies and follows the processes necessary to get work done</li> <li>- Organises and prioritises activities into efficient workflow</li> <li>- Seeks ways to improve processes</li> </ul>	Constant	<ul style="list-style-type: none"> <li>- Continually returning, sorting and shelving library materials in a timely and accurate manner</li> <li>- Provide timely customer service to patrons face-to-face and via phone/email</li> <li>- Dealing with unpredictable children and general public</li> </ul>
<b>Resilience/ Ability to manage stress</b>	<p>Rebounding from setbacks and adversity when facing difficult situations</p> <ul style="list-style-type: none"> <li>- Manages pressure</li> <li>- Handles and manages issues effectively</li> <li>- Remain productive despite adversity</li> <li>- Learns from workplace challenges</li> </ul>	Constant	<ul style="list-style-type: none"> <li>- Dealing with unpredictable children and general public</li> <li>- Working with inefficient and/or faulty technology</li> <li>- Balancing customer expectations and needs with Council's ability to deliver services</li> <li>- Managing competing service and work priorities</li> <li>- Ability to self-monitor and seek support as required</li> </ul>
<b>Ability to manage conflict</b>	<p>Handling conflict situations effectively</p> <ul style="list-style-type: none"> <li>- Works with all parties to reach an agreement and settles disputes equitably</li> <li>- Integrates diverse views and finds common ground and/or acceptable alternatives</li> </ul>	Occasionally	<ul style="list-style-type: none"> <li>- Ability to manage and action concerns / complaints that arise</li> <li>- Dealing with unpredictable children and general public</li> <li>- Supporting vulnerable members of the community</li> </ul>
<b>Situational Adaptability</b>	<p>Adapting approach and demeanour in real time to match demands of different situations</p> <ul style="list-style-type: none"> <li>- Readily adapts personal and interpersonal behaviours</li> <li>- Understands that different situations may call for different approaches</li> <li>- Can act differently depending on the circumstances</li> </ul>	Constant	<ul style="list-style-type: none"> <li>- Readily to adjust personal behaviour to difference audiences, situations, and stakeholders</li> <li>- Maintaining constant awareness of library floor (public area of library)</li> <li>- Monitoring movement, activities and needs of patrons and work colleagues</li> </ul>