

POSITION DESCRIPTION

Position Title	Library Officer
Position Code	1527
Directorate	Sustainability
Work Group	Arts, Culture and Events
Position Classification	Band 3
Effective Date	July 2022

Our Vision

The Rural City of Wangaratta prides itself on being a community that is connected, sustainable and contemporary. We provide our community with diverse opportunities to participate in the arts, sport and recreation, and in cultural events and programs to bring them together to connect and celebrate the great place in which we live. Our staff enjoy the regional lifestyle and the benefits of a community situated within a gourmet food and wine region, with a wide range of outdoor adventure activities, and serviced by excellent education and health facilities. We live in a place where good things grow.

Our Values

Our staff are our greatest asset. Our success comes from the everyday demonstration of our values, being:

- **Trust**, to have confidence in the character and competence of our work colleagues.
- **Respect**, to acknowledge all people as individuals with inherent worth and value.
- **Openness**, where we are frank, honest and accountable in our dealings.
- **Fairness**, so we treat colleagues and customers fairly and consistently.
- **Excellence**, to contribute to outstanding services, systems and relationships.
- **Enjoyment**, so we obtain personal satisfaction from our work and display our enjoyment in the workplace.

1. Position Objectives

1.1 The Rural City of Wangaratta Library is a key front-line service in the community for local residents, students, visitors, tourists and workers.

1.2 The Library's mission is to be a dynamic and responsive community centre for the Wangaratta community, wider community and GOTAFE students and staff offering equal access to materials, programming, services and entertainment to inspire and enrich while supporting learning for all ages.

1.3 The Library team's role is to connect Library visitors and users with information, literacy, technology and lifelong learning by delivering an exceptional customer experience, in-person and online.

1.4 Provide a prompt and professional customer service to ensure the Wangaratta Library is recognised as a valued and well used library service for the local community.

2. Working Relationships

Reports to	Library Coordinator
Supervises	N/A

3. Key Responsibilities

3.1 Create an exceptional customer experience by providing prompt and professional customer service and managing customer needs and expectations.

3.2 Support the Wangaratta Coordinator in the day-to-day operation of the Wangaratta Library and supporting the planning and delivery of library collections and activities.

3.3 Monitor library volunteers to ensure specific tasks are performed safely and accurately.

3.4 Develop and nurture partnerships with relevant stakeholders and participate in community meetings as required with a view to promote organisation and local groups to utilise the Library.

3.5 Assist in maintaining the Library in good order (shelving, shelf reading and reporting equipment faults) and perform circulation desk routines accurately and efficiently.

3.6 Suggest suitable acquisitions to the Coordinator to ensure the collections reflect user needs.

3.7 Assist library users with the internet, PC troubleshooting, electronic resources and equipment.

3.8 Assist library users with enquiries, finding information and materials promptly.

3.9 Continually promote and stimulate interest in the library's services ensuring awareness of their existence by arranging displays and compiling resource lists promoting collections.

3.10 May be required to work in different locations and work flexibly to support opening hours, operations and programs.

4. Core Physical Requirements

The core physical job demands on this position that may be reasonably expected, within OH&S guidelines, include but are not limited to:

4.1 Capacity to undertake office-based activities including sitting at a desk and using a computer for extended periods.

4.2 Physically fit to lift boxes/crates within individual capacity, however most crates weigh approximately 12 kilograms.

4.3 Capacity to, on occasion, lift items unspecified in weight within individual limits.

5. Accountability and Extent of Authority

5.1 Accountable to the Coordinator for providing a prompt and professional customer service and the smooth operation of the library for all users.

5.2 Operates according to established policies, procedures and guidelines under the general supervision of the Coordinator.

6. Judgement and Decision Making

6.1 Tasks are undertaken as per clearly defined procedures with discretion to choose how the tasks are performed being limited to a range of existing techniques.

6.2 Guidance and advice is always available from within the Library and the Rural City of Wangaratta.

7. Knowledge and Skills

7.1 Specialist Skills and Knowledge

7.1.1 Knowledge of library functions, workflows and effective customer service.

7.1.2 A limited understanding of the current technology, procedures and processes used in public libraries and the ability to apply this knowledge.

7.1.3 Good general knowledge and awareness of current affairs and popular literature including trends.

7.1.4 Ability to operate automated library system software, common software applications including Publisher, Microsoft Office, web tools and social media as well as the internet and online databases.

7.1.5 Sound knowledge of the local community and networks and expectations placed on library services.

7.2 Management Skills

7.2.1 Limited ability to plan and organise own work and complete tasks within agreed timeframes.

7.2.2 Sound verbal and written skills.

7.2.3 Ability to assist support staff and volunteers.

7.2.4 Ability to represent council in a positive and professional manner.

7.3 Interpersonal Skills

7.3.1 Oral communication skills in dealings with other staff, library users and community members.

7.3.2 Basic written communication skills.

7.3.3 Excellent customer service and people skills.

7.3.4 Able to gain co-operation and assistance from other staff to work effectively as a team.

8. Qualifications and Experience

8.1 Year 12 or Certificate III in Library and Information studies (or progress towards this qualification) or experience in a similar role.

8.2 Previous experience in a public library environment or similar.

8.3 Victorian Drivers Licence.

8.4 Working with Children Check.

8.5 First aid qualification desirable.

9. Key Selection Criteria

9.1 Year 12 or Certificate III in Library and Information studies (or progress towards this qualification) or experience in a similar role.

9.2 Demonstrated experience of excellent customer service skills in a library or cultural institution, including accuracy of information, equity of access, user privacy and providing a welcoming experience to visitors.

9.3 Demonstrated experience in connecting people with information, literacy, culture and creativity.

9.4 Demonstrated ability to establish links with community networks.

9.5 Demonstrated organisational skills.

Authorised by: Director – Sustainability & Culture

Date:

Employee's Signature:

Date:
