Position Description

Library Officer

Position Details

Position Title	Library Officer
Position Number	703695
Classification	Band 3
Division	Community Strengthening
Branch	Libraries, Arts & Events
Unit	Library Development & Marketing
Reports To	Team Leader Customer Experience
Employment Essentials	• Working with Children Check • National Police Check

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 Islander peoples, 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.

At Yarra Every Job is a Climate Job

Acting on the climate emergency requires that we change the way we think, make decisions, and prioritise action. We must embed proactive climate responses in the ways we govern, live our lives, and conduct our work. Every choice we make today and into the future will have an impact; this is true for Council and the community.

Acknowledging the scale of this crisis, at Yarra we are committed to ensuring that every job is a climate job meaning that each staff member will play a key role in shaping our climate response.

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.

Position Description

Library Officer

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.

Position reports to: Team Leader Customer Experience

Reporting to this Position: N/A

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 and general public.

Position Overview

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.

Key Responsibilities

All Yarra employees:

Demonstrate leadership in reducing Yarra's emissions and building a climate resilient future by embedding climate considerations into all of Councils activities.

Customer Service

- Provide proactive customer service and support at Yarra Libraries.
- Performing rostered customer service desk shifts and associated tasks that support customers in a self-service environment.
- Pre-opening service preparation including shelving, shelf tidying/reading and maintenance of the branch.
- Dealing with general enquiries in a proactive, effective and timely manner.
- Effectively referring complex enquiries to specialist library staff.
- Provide high level collection and service knowledge and information to customers through reader services and support.
- Utilise the Customer Request Management System to effectively communicate and follow up with other employees in meeting the specific needs and expectations of customers as required.
- Effectively implementing Yarra Libraries policies and procedures.

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 Library IT issues in accordance with procedures.
- Trouble shoot library computer and hardware as appropriate.
- Assist with library activities and functions.

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.

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.

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

- Specific guidelines and works under general supervision.
- Freedom to plan work at least several days in advance.
- Effect of actions taken is usually limited to a local group or function.

Judgement and Decision Making

- Procedures well understood and clearly documented.
- Selection from a limited range, recurring work situations.
- Guidance and advice is always available.

Management Skills

- Basic skills in managing time, planning and organising own work.
- Guidance, advice and training of other staff in routine matters.

Interpersonal Skills

- Oral and written communication with clients, employees and members of the public, and in resolving minor problems.

Risk and Safety Requirements

- 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 to meet this commitment.

Specialist Skills and Knowledge

- Limited degree of skill.
- May require understanding of organisational context - including relevant policies and procedures.

Qualifications and Experience

- 4 years secondary plus short industry training course, or some on-the-job training, or traineeship.

Key Selection Criteria

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