

Position Description

Position Title:	Library Service Officer (Programs and Support)
Business Unit:	Libraries
Department:	Community Arts, Culture and Libraries
Directorate:	Community Services
Classification:	Band 4
Date:	January 2020
Reports to:	Team Leader – Library Customer Experience
Supervises:	Nil
Internal Liaison:	<ul style="list-style-type: none"> • Branch Library staff - regular basis • Team Leader - Library Customer Experience– regular basis • Senior Management – as appropriate • Other council staff - as appropriate
External Liaison:	<ul style="list-style-type: none"> • Library users - regular basis • Community organisations, colleagues from other Library Services and agencies – regular basis

1. Position Objectives

- Support and assist the community to access and use of Library services and resources.
- Contribute to the delivery of excellent service delivery through Greater Dandenong's Library Service.
- Deliver high quality Library Programs that support learning, literacy and social inclusion.

2. Key Responsibility Areas / Position Specific Responsibilities

****Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees***

Main areas of responsibilities will include but is not limited to:

Service Delivery

- Provide effective and efficient library and information services to all library users on a rostered basis during library opening hours at specified locations.
- Assist Patrons in the use of self-serve lending and kiosk functions, including PC bookings, Library catalogue, e-resources, website, photocopier / printers and related technology.
- Provide roving user support to patrons using technology and throughout the Library.
- Perform functions, such as issuing, returning and reserving library materials for patrons.
- Enrol and induct new members and perform all other functions related to library membership.
- Facilitate Computer and digital services to Library users.
- Induct and train users in Computers Assisted Language Learning programs.
- Manage overdue charges and related disputes within organisational guidelines.

Information and Reader Services

- Assist patrons in the use of Library resources and technologies.
- Assist patrons to locate reading materials and/or information.

Program and learning support

- Facilitate training programs to library users in small groups based on set content.
- Conduct Library tours and resource demonstrations to Library user groups as required.
- Deliver regular programs or provide support to programs conducted in the Library or through Outreach services on a rostered basis.
- Provide basic literacy & learning support services and advice and make bookings for language and literacy assessments where appropriate.

Resource Development

- Assist in the shelving, perfect ordering, rotation and maintenance of Library resources and collections as directed by the Team Leader or senior staff.
- Contribute content to the libraries' online and virtual environment.

3. Overall Position Accountability and Authorities

The position is directly held responsible for:

- This position is directly accountable to the Team Leader - Library Customer Experience and at times the designated Senior Librarian on duty, positions to which this role provides support.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time and with sufficient freedom to plan work at least a week in advance.
- The work generally falls within specific guidelines and procedures but with scope to exercise discretion in the application of established standards and procedures.
- The effect of decisions and actions are usually limited to rostered locations, Library patrons and program participants as well as internal procedures and processes.

4. Judgement and Decision-Making Skills

Judgement and decision making will be within the following scope:

Independently:

- Objectives of the work are well defined, providing user assistance, services and programs to all library users within established Library Services policy, guidelines and procedures.

With input from Team Leader - Library Customer Experience / Senior Officer on Duty

- Patrons needs are met within clearly defined Library Services objectives and procedures.
- Collections well presented and maintained within well defined Library Services objectives and procedures.
- Preparation of routine Library program delivery with clearly defined objectives and procedures.

Recommends to Team Leader - Library Customer Experience:

- Changes to standard procedures, work practice and programs to increase service efficiency, improve patron service quality and team effectiveness.

Guidance:

- Guidance and advice are always available from the Team Leader - Library Customer Experience or Senior on Duty within the timeframe available to make a choice.

5. Specialist Skills and Knowledge

The essential position requirements include:

- Demonstrated understanding of the relevant technology related to library and information services and ability to contribute to the ongoing improvement of work practices.
- Proficiency in the application of standardised procedures, practices, Acts and Regulations relevant to Library Services and an understanding of relevant precedents and previous decisions related to these.
- Possess an understanding of the function of the role and how it fits in the overall organisational context, including relevant Library Services policies, regulations and precedents as well as an understanding of the goals the Library Services department and where appropriate, an appreciation of the goals of the wider organisation.
- Actively participate in training and skill development in order to keep up with the changing nature of community demographics and the delivery of Library Services in the 21st Century.
- Maintain general awareness of Council events / sponsored activities organised to take place within the Community and/or other significant community activities or events that Library patrons may enquire about.

6. Management and Interpersonal skills

The essential position requirements include:

- Possess skills in managing time, planning and organising the responsibilities required of the position with sufficient freedom to plan work at least a week in advance.
- A basic knowledge of personnel practices and ability to provide employees under their supervision with on-the-job training and guidance is essential.
- Requires the ability to gain cooperation and assistance from members of the public, Library outreach and program participants and other team members in the delivery of well-defined Library Services activities.
- Requires skills in written communication to enable the preparation of routine correspondence and reports.

7. Qualifications and Experience (Key Selection Criteria)

Selection of the most suitable applicant will be based on the following:


Essential

- Certificate IV in Library and Information Science or equivalent or alternatively, equivalent direct customer service and program experience commensurate with the requirements of the role. Relevant knowledge / experience includes:
 - Knowledge and understanding of authors, books and the importance of the Libraries' role in supporting literacy.
 - Ability to demonstrate a high level of spoken and written literacy to be able to assist Library users with literacy-based assistance and queries.
 - Demonstrated ability to effectively use library resources, Internet technologies, PC based and mobile devices.
- Experience in the delivery of adult training programs.
- Demonstrated service values including service delivery within diverse communities.
- Demonstrated ability to communicate appropriately and effectively, including referring or escalating matters to appropriate staff.
- Demonstrated motivated approach to manage time and organise work to achieve set objectives, including the ability work well in a team setting.
- Current Victorian driver's license and a satisfactory (and ongoing) Police and Working with Children Checks supplied prior to offer of employment and commencement.

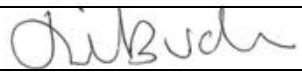
Verification

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:


Prepared by:

Name:	Natalie Brown	Signature:	
Date:	January 2020		

Manager:

Name:	Tilla Buden	Signature:	
Date:	January 2020		

Director:

Name:	Martin Fidler	Signature:	
Date:	January 2020		

Position Occupant:

Name:		Signature:	
Date:			

Inherent Physical Requirements of the position

Summary

Date of last review: April 2015

Authorised by: Tilla Buden

Physical Requirement	Task Details	Rare	Occasional 0 - 33% of the working day	Frequent 34 - 66% of the working day	Constant >66% of the working day	Medical Provider Comment / Opinion
Mobility / Postures						
Sitting	Shelving, perfect ordering		✓			
Standing	Returning books, assisting patrons			✓		
Walking	Assisting patrons			✓		
Crawling		✓				
Non-Manual Handling						
Squatting / crouching	Shelving		✓			
Kneeling	Shelving		✓			
Bending	Shelving on lower shelves. Minimise by squatting/kneeling		✓			
Reaching				✓		
Twisting/trunk rotation	Scanning and stacking books. Can be minimised by moving the feet		✓			
Fine manipulation /pinch grip	Handling books, computer use			✓		
Power/open hand grip	Larger books, holding trolley		✓			
Writing / typing	Computer use		✓			
Climb ladders		✓				
Climb or descend down stairs	Accessing first or ground floor		✓			
Low level work	Shelving		✓			
Leg / foot controls		✓				

Physical Requirement	Task Details	Rare	Occasional 4 – 30 repetitions per day	Frequent 31 – 150 repetitions per day	Constant >150 repetitions per day	Medical Provider Comment / Opinion
Manual Handling – lift, carry, push, pull or hold						
1 - 5kg	Lifting, holding books. Pushing/pulling books in/out of shelves Pushing/pulling glass doors			✓		
5.1 - 10kg	Pushing/pulling loaded trolley		✓			
10.1 - 15kg	Lifting & carrying crates in returns		✓			
15.1 - 20kg		✓				
over 20kg		✓				
Lift floor to hip	Crates in Returns Books from lower shelves		✓			
Lift waist to shoulder	Books from trolley to upper shelf or intra library crates		✓			
Lift overhead		✓				
Pushing / pulling	Loaded large trolleys 5-6kgf over distances of 10 – 20 metres Glass meeting room doors <4kg if 2 person task		✓			

Cognitive Demand	Yes	No
Regular communicating with team/work mates	✓	
Regular communicating with others	✓	
Verbal instruction and supervision of others		✓
High concentration	✓	
Planning and problem solving	✓	
Job/task organisation	✓	
Short-term memory	✓	
Long-term memory	✓	

Definitions	
Mobility / Postures	
Sitting	Stay in a seated position
Standing	Standing in an upright position, moving less than three steps
Walking	In an upright position moving more than 3 steps
Crawling	Move on the hands and knees or by dragging the body close to the ground
Non-Manual Handling	
Crouch / squat	To lower the body by bending forward from legs and spine, buttocks on or near the heels
Kneeling	To lower the body
Bending	To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds
Reaching	Extending arms out in any direction
Twisting / truck rotation	Rotating the body to one side or the other without moving the feet
Fine manipulation / pinch grip	Fingers are on one side of the object and thumb on the other, typically without the object touching the palm
Power/open hand grip	Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended
Low level work	Performing manual handling actions at or near ground level
Manual Handling	
Lift / carry / hold	Raising or lowering an object from one level to another and holding / transporting the object using the hands, arms, or on the shoulders
Pushing / pulling	Applying force to move something away or closer to one's self, including static positions
Kilograms of force (kg.f)	Amount of force or effort required to perform a specific task or part of a task

Position Description

APPENDIX 1

Additional Key Responsibility Areas / Position Specific Responsibilities for all employees

Main areas of responsibilities will include but is not limited to:

Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

Organisational Requirements

- A committee employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Adhere to Council's occupational health, safety and return to work (RTW) policies and procedures and participate in health and safety training programs and initiatives.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.