

# Position Description

## Shepparton Library Officer – Community

POSITION NUMBER: OPS 0046  
 POSITION TITLE: Shepparton Library Officer – Community  
 AWARD CLASSIFICATION: Band 4  
 POSITION TIME: Full Time  
 LOCATION: Shepparton Library

---

### POSITION OBJECTIVES

To assist in maintaining efficient and effective customer service to meet the educational, informational, recreational and cultural requirements of Goulburn Valley Libraries (GVL).

To assist in the efficient operation of the Shepparton Library in accordance with GVL policies and procedures.

To facilitate the highest possible standard of service to the community.

To commit to a program of continuous improvement.

### KEY SELECTION CRITERIA

Proven excellent customer service skills are essential.

- \* Ability to lead, motivate and collaborate with colleagues and volunteers.
- \* Excellent written and verbal communication skills.
- \* Ability to work as part of a team, or independently.
- \* Experience in marketing and promotion of activities and events.
- \* Ability to manage, organise and prioritise own work.
- \* A demonstrated ability to plan, develop and deliver programs and events.
- \* Certificate or diploma in library studies preferred and/or extensive library experience.

Doc Name: Position Description Shepparton Library Officer – Community Oct 2020			Prepared By Jacinta Decker
Status: Approved	Review Date: Oct 2021	Issue Date Oct 2020	Approved By: LSM

## **KEY RESPONSIBILITIES AREAS**

### **1. User services**

- 1.1 Assist library users with enquiries and library usage, consulting with other staff as necessary.
- 1.2 Assist the public in using all GVL resources, including hard copy, digital and technological resources to maximise usage and access.
- 1.3 Contribute to maintaining the library in good order, including collections, equipment and technology.
- 1.4 Participate as appropriate in providing bulk loans and tours to groups in the community.

### **2. Promotion and public relations**

- 2.1 Promote a positive image of GVL to the community.
- 2.2 Liaise as required and maintain a good relationship with Friends of the Shepparton Library and library volunteers.
- 2.3 Represent the Library, where appropriate, at community events, meetings and programs, and address community groups.

### **3. Collection**

- 3.1 Assist in the maintenance of the collection, sending items for mending to Regional Headquarters.
- 3.2 Assist in selection of items for stock rotation.
- 3.3 Recommend items for withdrawal from Shepparton branch collection according to GVL policies and procedures.
- 3.4 Identify collection gaps and make recommendations for additions to the collection.

### **4. Administration**

- 4.1 Assist in the maintenance of accurate statistical data and borrower records, including fines, lost and missing items, as well as petty cash and cash reconciliation.
- 4.2 Prepare routine reports as required by the Shepparton Library Manager.
- 4.3 Report all system faults to the Shepparton Library Manager, communicating with Telstra and other technical support suppliers as required. Follow instructions for correcting problems as necessary.
- 4.4 Liaise with Shepparton Library Manager as required and report to the Library Services Manager (LSM) on matters of Library maintenance.
- 4.5 Undertake other administrative duties as directed.

## 5. Staff

- 5.1 Participate in rostered desk shifts as required.
- 5.2 Supervise the work of Library Assistants, Casual staff and Junior Shelters if required.
- 5.3 Attend training and assist in providing training for other employees as required.
- 5.4 Attend meetings as required.
- 5.5 Work at other locations within the region to meet organisational requirements.
- 5.6 Perform any other duties which, given the classification and nature of the duties, may reasonably be directed to perform.

## 6 Community

- 6.1 Liaise with organisations and community groups with the planning and development of programming for community groups.

## **ORGANISATIONAL RELATIONSHIP**

<b>Reports to:</b>	Shepparton Library Manager
<b>Supervises:</b>	Casual relief and Junior shelvers (as required)
<b>Internal Liaisons:</b>	Chief Executive Officer GVL Managers and Library Coordinators Goulburn Valley Libraries staff
<b>External Liaisons:</b>	Library users Community groups Friends of the library Volunteers Municipalities staff

## **ACCOUNTABILITY AND EXTENT OF AUTHORITY JUDGEMENT AND DECISION MAKING**

The incumbent of this position is accountable for:

- Quality, accuracy and timeliness of own work.
- Arranging occasional casual relief staffing in accordance with guidelines, and directing work of casual staff.
- Working generally within specific guidelines under the general supervision of the Shepparton Library Manager.
- Exhibiting judgement required in defined range of recurring work situations.
- Ensuring that discretion and confidentiality are used while performing assigned duties on behalf of GVL.
- Guidance and support generally available.

## **SPECIALIST SKILLS AND KNOWLEDGE**

Must have:

- Proven customer service skills.
- Knowledge of public library collections and routines.
- Digital literacy
- Reference interview skills.
- A demonstrated ability to plan, develop and deliver programs and events
- Experience in marketing and promotion of activities and events.

## **MANAGEMENT SKILLS**

Must be able to:

- Plan and organise own work.
- Lead, motivate & train staff in routine matters.
- Work independently as well as part of a team.
- Demonstrate an understanding of the principles of Equal Employment Opportunity and follow Occupational Health and Safety procedures.

## **INTERPERSONAL SKILLS**

Must have:

- Effective customer service skills.
- Strong communication skills.
- Ability to work effectively in a team environment.
- Discretion and confidentiality.

## **QUALIFICATIONS AND EXPERIENCE**

- Certificate or Diploma in Library studies and/or extensive library experience.

Must have:

- Current Victorian drivers licence
- Current Working with Children Check

## **Other relevant information**

All applicants new to GVL will be required to complete a pre-existing injury form prior to commencement.

The position will be mainly based at the Shepparton Library, 41-43 Marungi Street, Shepparton, and could be located at Libraries across the Greater Shepparton City Council, Moira and Strathbogie Shires.

The following is a list of requirements for this position that may need to be met.

Undertake activities associated with office work, including sedentary desk work.

Required to follow the correct procedure for specific tasks.

Required to stand for lengthy periods.

Required to use computer for lengthy periods.

Required to move and lift crates of up to 15kg regularly.

Required to move arms/shoulders in repetitive motions for lengthy periods.

Required to work within an air conditioned building.

Required to travel in vehicles for extended periods.

Required to speak to groups of people.

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
LSM Signature

\_\_\_\_\_  
Jenny Wyllie

\_\_\_\_\_  
Date