

Position Description

Position:	Library and Customer Relations Officer
Reports to:	Coordinator Libraries, Museums and Visitor Information Centre
Classification	Grade 6 Band 2 Level 3 of Local Government (State) Award 2017.
Term of Employment:	Full-time
Number of direct reports:	2 Casual Employees
Location:	This is an Armidale Regional Council role supporting both Armidale & Guyra offices, normally based at 158 Bradley Street.
Operational Expenditure:	\$5,000
Capital Expenditure:	Nil
Delegations	In accordance with Council's Delegations Register.

Organisational Context

Armidale Regional Council is located in the beautiful New England Region of New South Wales (NSW) and covers an area of 8,630 square kilometres. With an approximate resident population of 29,900, the region is home to many major industries including education services, technology services, agriculture, superfine wool production, beef and lamb production, vineyards and greenhouse horticulture – industries that will underpin sustained growth in the future.

Council delivers and provides a range of community and infrastructure assets include parks and reserves, aged care facilities, libraries, swimming pools, roads, economic development, pre-schools, waste facilities and water and sewer infrastructure.

We strive for a flexible, adaptable, innovative and high-performance culture that celebrates the contribution of every employee, allowing them to build better careers as they help us deliver community services to meet, and exceed, the community's expectations.

Service Description

Libraries, Museums and Visitor Information Centre (VIC) is a part of Customer Satisfaction and Information and performs a dual role as community-based facilities that specialises in their own area of expertise as well as providing front-desk customer services for all areas of Council.

Position Profile

The position holder is responsible for coordinating the effective and efficient day-to-day maintenance and development of Council's libraries. The provision of optimum customer service and the promotion of the libraries as a key learning destination and information service.

The position holder is also responsible for the management and exhibition of historical items that represent the natural and cultural heritage and cultural identity of the region.

Key Role Responsibilities

Library Circulation:

- Perform all circulation duties
- Register borrowers and maintain borrower file
- Assist and educate borrowers in the use of the library and its services
- Establish and/or maintain outreach services e.g. Home Library
- Locate and acquire books not held at Guyra through inter-Library loan when required
- Manage computer bookings and keep records
- Provide assistance to computer users when required
- Organise co-op resource swaps when required
- Manage Library reader services and reference services

Library Technical Services:

- Ensure processing of new materials is carried out as promptly as possible including entry on the Libraries Australia database
- Repair and maintain stock
- Ensure library is attractively presented and maintained.

Library Collection Management:

- Purchase all new material and discard stock as required including DVDs and magazines
- Discard stock as required and add orders to the database.

Library Promotion:

- Effectively develop and promote the Library service by planning, organising and coordinating story time, displays and other appropriate activities.

Library Administration:

- Pay accounts and manage budget allocations
- Maintain Casual roster and arrange replacement staff when necessary, within budget parameters

- Monitor cash receipts and forward to Council
- Assist in the preparation of Grant applications

Historical Information Management

- Cataloguing acquisitions and keeping records
- Carrying out background research and writing catalogues when required
- Collection documentation and management

Historical Information Promotion

- Displaying objects or collections in way that makes them accessible and engaging to the general public
- Writing articles for tourism publications
- Planning, organising, interpreting and presenting exhibitions

Customer Service

- Support Customer Service staff as required
- Perform Customer Service duties as required.

It is important to note that this document describes the main responsibilities of the position and is not designed to be prescriptive. The staff member can expect to undertake other duties in addition to those described in this document. All staff are expected to demonstrate behaviours that align with Armidale Regional Council core values, Code of Conduct and Equal Employment Opportunity principles.

Core Council Values

Council is committed to creating a workplace where staff hold the below values at the core of our behaviour and conduct.

- Achievement
- Agile
- Limitless
- Resilient
- Unity
- Wellbeing

Core Council Accountabilities

Council has high expectations and expects that all employees must adhere to Council's current guiding behaviour standards and expectations:

Work Health and Safety



- Ensure that they fulfil their specific responsibilities, duties and due diligence requirements under the NSW Work, Health & Safety legislation and Council's relevant safe work instructions, policies and procedures.
- Ensure that Workplace Health and Safety is always at front of mind and a number one priority, working with care and consideration to safeguard the health and safety of all staff and members of the general public.
- Follow safe practices/procedures to perform your duties in a manner so as not to put yourself or others at risk of harm.
- Immediately report any hazards, incidents and accidents to the relevant supervisor and take appropriate action.
- Participate in a delivering a positive WHS culture, including having a proactive involvement in reviewing safe systems of work compliance and the implementation of continuous improvements in health and safety.

Community and Customer Focused



- Convey a professional image of Council at all times.
- Provide customer centred services in line with organisational objectives and agreed service standards which is focused in continuous improvement
- Deliver quality customer service and service delivery which exceeds Council and community expectations.

Code of Conduct and Equal Employment Opportunity



- Comply with all legislative requirements of the role.
- Store and maintain corporate records in Council's electronic document management system in accordance with relevant protocols, procedures and the State Records Act.
- Actively share information and knowledge on issues, training and practices to relevant staff.
- Identify and subsequently remove, mitigate against or minimise exposures to risk.
- Convey a professional and positive image of Armidale Regional Council and the local government sector at all times, including dressing appropriately for the role and wearing designated uniform if required.
- Support and promote a professional working environment free from discrimination, harassment and victimisation. It is the responsibility of all employees to ensure that proper standards of conduct are upheld in the workplace.

Performance



- Productively and cooperatively contribute to the outcomes of work teams.
- Attend and positively contribute to team meetings.
- Take responsibility for and manage own work and contribute to a productive team and work environment.
- Work cooperatively and proactively to achieve the objectives of Services Plans and the priorities identified in the Community Strategic Plan.
- Regularly review and appraise own performance against required levels.

Selection Criteria

Essential Selection Criteria:

1. A Certificate IV qualification related to the role or equivalent experience.
2. Demonstrated motivation and commitment to provision of high quality customer service, including evidence of innovative program development.
3. Demonstrated experience in Library operations and management (previous relevant experience in Local Government is not essential), including complex reference and research activities, budget preparation and management, user liaison, marketing and collection development.
4. Proven ability in developing and maintaining efficient systems of work.
5. Proven information technology skills, including experience in computerised databases and internet applications.
6. Excellent interpersonal skills, including the ability to provide team leadership for staff.
7. Demonstrated written and oral communication skills in various contexts (eg with customers, staff, management)
8. Proven ability to resolve problems affecting multiple stakeholders.
9. Demonstrated ability to work flexibly, to manage time and meet stringent deadlines.
10. Class C Drivers' Licence.

Prepared by:	
Approved by CEO (or delegate):	
Date Approved/Updated:	
Version No:	VERSION 1 – 6.2.2020

Employee Acknowledgement

Signed by:	
Print Name:	
Date:	