

GILGANDRA SHIRE COUNCIL  
**POSITION DESCRIPTION**

**PART 1: POSITION DETAILS**

<b>Position Title:</b>	Library Officer - Casual
<b>Grade:</b>	9
<b>Occupant:</b>	Vacant
<b>Department:</b>	Community Development & Services
<b>Reports to:</b>	Librarian
<b>Direct Subordinates:</b>	N/A
<b>Operating Budget:</b>	N/A
<b>Revenue:</b>	N/A
<b>Created:</b>	
<b>Reviewed:</b>	12 July 2021

**PART 2: POSITION PURPOSE**

- Assist in the day to day operation of the Gilgandra Shire Library
- Take responsibility for the operation of Gilgandra Shire Library as required.

**PART 3: POSITION ACCOUNTABILITIES (KEY RESULT AREAS – KRAs)**

- Attend the circulation desk and respond to customer enquiries
- Assist customers to access information
- Process circulation items
- Cash handling
- Keep daily statistics
- Shelf returned items accurately.
- Search for books and information as requested, including searching the catalogue, the internet and online databases
- Obtain books and information from internal, external and networked sources to meet customer needs
- Fulfill inter-library loan requests.
- Process and catalogue new materials
- Maintain borrower e-records.
- Enroll new library members.
- Select items for house-bound borrowers.
- Provide a high standard of customer service.
- Work unsupervised and take responsibility for circulation operations, customer service and care of the Library facility.
- Assist the Librarian to develop, improve and promote Library services which enhance the Gilgandra community.
- Provide technology assistance to customers, including, but not limited to: connecting to Wi-Fi, accessing e-books and e-audio, accessing a wide range of software programs, printing from a range of sources.
- Any other duties as directed by the Librarian within skills possessed.

This is a general position description only and the employee may be required to perform other duties as directed by the General Manager, or their nominee, within skills possessed.

#### **PART 4: WH&S REQUIREMENTS**

**Employees:** As individuals, employees will:

- Take all reasonable and practicable steps for their own health and safety and of others affected by their actions at work;
- Comply with the safety procedures and direction imposed in the interest of health and safety;
- Not willfully interfere with or misuse items or facilities provided in the interest of health, safety and welfare of employees; and
- In accordance with agreed procedures for accident and incident reporting, report potential and actual hazards to either their elected health and safety representatives, or supervisor.

**Supervisors:** Supervisors are responsible for the day to day supervision of employees. In particular, supervisor will:

- Ensure that all activities are performed in accordance with Gilgandra Shire Council Work Health & Safety rehabilitation procedures, legislation or good practice;
- Review all tasks to assist in improving safety;
- Promote and communicate Work Health & Safety and rehabilitation with employees, contractors, service users, customers, and member of the public.

#### **PART 5: SELECTION CRITERIA**

##### **Essential**

- Higher School Certificate OR School Certificate and TAFE Certificate III
- Class C Drivers Licence
- Ability to provide high standard of customer service
- Sound written and oral communication skills
- Ability to work unsupervised
- Demonstrated interest and knowledge of reading and books
- Demonstrated knowledge of the requirements of WH&S
- Current First Aid Certificate

##### **Desirable**

- Library qualification and/or 1- 2 years previous experience in library operations including the use of library software and modern office systems
- Ability to locate, retrieve and facilitate access to information
- Ability to adapt to and operate Information Technology equipment and associated PC applications
- Demonstrated ability to perform in a team environment
- Good time management skills

## **PART 6: MISCELLANEOUS (TERMS & CONDITIONS)**

- **Working hours:** tba
- **Delegations:** as per policy
- **Special conditions of employment:** Nil
- **Additional Duties / Relief Duties:** Nil

## **PART 7: ASSOCIATED DOCUMENTS**

### **SKILL DESCRIPTORS**

#### **Authority and Accountability**

- Decisions are either guided by practices, procedures and precedent or made in consultation with the immediate supervisor.
- Decisions made by the job holder affect the work and activities of others within the work group or team.
- The work of the job holder influences the external environment by ensuring services are consistent with Council standards.
- The jobholder is responsible for ensuring that operational safety standards or other requirements are met at an operational level.
- The job holder has little or no responsibility for budget development.
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

#### **Judgement and Problem Solving**

- Problems are solved by applying standards, established practises and procedures, or operating instructions.
- The jobholder is required to make judgements and interpretations based on analysis of information and straightforward situations and is responsible for improving and developing methods and techniques.
- Little planning is required since activities are self regulating or monitored by others.
- Broadly understand the section's goals and how the job role contributes to them. Be familiar with Council structure, products and customers. Understand the overall organisation's vision and direction.

#### **Management Skills**

- Occasional supervision of employees performing the same or very similar tasks.
- The person offers recommendations regarding:
  - Coaching
- The person supervises 1 to 5 volunteers.

#### **Interpersonal Skills**

- This job requires written communication skills which enable the job holder to write standard correspondence (memos, letters etc) following prescribed formats.
- The jobholder is required to provide information to customers and assist with routine service problems and should recognise when a

problem is 'too delicate' or 'volatile' to be handled by self and refer to others.

- Not usually required to provide service to internal customers, other than answering occasional queries and helping others when required and performing work in logical sequence.
- Expected to cooperate with co-workers in creating smooth workflow, including assisting with each other's work when necessary.
- This job requires communication skills which enable the job holder to perform the following activities:
  - Provide information and explain situations
  - Advise, recommend or counsel
  - Train one-to-one
  - Resolve conflict
  - Participate in meetings/group discussions
  - Conduct meetings/lead group discussions
- The job holder is required to interact with the following groups or individuals within the council on a regular basis and for the purpose shown below:

Provide and obtain information:

- Other Council Employees (not including direct reports)

Advise or recommend:

- Department/Division Heads
- Section Managers/Team Leaders

- The job holder is required to interact with the following groups or individuals outside the council and for the purpose listed below:

Provide and obtain information:

- Commercial/industrial/development representatives (eg vendors, builders, clients)
- Community organisations - service clubs etc
- Employees of other councils
- Media

Advise or recommend:

- Members of the public/residents/ratepayers

### **Qualifications and Experience**

- Basic working knowledge of several functions plus specialisation in one function. Jobs requiring general schooling in a wide range of subjects, with specialist training to TAFE Certificate Level 3 or equivalent (4 years part time).
- It would be expected that the person would have one, but less than two year's experience.
- In addition to the qualifications and experience, the job holder must possess the following licences or certificates:
  - Driving Licence Class C (Car)
  - First Aid Certificate

### **Specialist Knowledge and Skills**

- The operational knowledge needed by the jobholder includes knowledge of the structure and functions of the jobholder's own section.
- In addition, the job holder requires the following level of technical skills.

#### Solid Working Knowledge areas:

- PC Applications Software (eg Lotus, Dabs, desktop publishing)
  - Operate Office Machinery (photocopier, facsimile, microfiche reader, plan printer)
- Word Processing/Typing
- Cataloguing/Classification Principles and Practices
- Circulation Methods
- On-line Bibliographic Systems
- Reference Services

#### Basic Working Knowledge areas:

- Filing
- Data Entry
- Record Keeping (eg timekeeping, expenditure logs etc)
  - Office Management (eg coordinate clerical staff and workflow, order supplies)
- Exhibition/Display Work
- Fire Safety/Evacuation
- Project Management
- Risk Management
- Purchasing and Procurement
- Stocktaking Procedures
- Aged Services
- Disabled Services
- Youth Services
- Ethnic Needs
- Aboriginal Needs
- Accounts Payable/Receivable
- Cash Handling
- Occupational Health & Safety Legislation
- Library & Archives Legislation
- Collection Management
- Serials Maintenance
- Local Studies
- Book Processing/Mending
- Children's Librarianship/Services
- Multicultural Services
- Community Information
- Research and Special Information Services
- Special Needs Services

## COMPETENCY STEPS

### ENTRY

COMPETENCY	PERFORMANCE CRITERIA	COMPETENT	NOT YET COMPETENT
Higher School Certificate OR School Certificate and TAFE Certificate 3	Possession of certificate		
Class C Driver's licence	Hold current licence		
Provides high standard of customer service	Customers are greeted promptly and courteously.		
	Courtesy, consideration and sensitivity are exercised at all times with the public and internal customers.		
	Identifies customer needs by listening to customer and questioning customer courteously		
Sound written and oral communication skills	Demonstrated ability		
Sound literacy skills	Demonstrated ability		
Sound numeracy skills	Demonstrated ability		
Ability to work unsupervised	Able to perform basic functions of the position without supervision		
Demonstrated interest and knowledge of reading and books	Discusses reading and books in a knowledgeable manner		
Demonstrated knowledge of the requirements of WH&S and the principles of EEO	Demonstrated knowledge		
Current First Aid Certificate	Possession of certificate		

### STEP 1

COMPETENCY	PERFORMANCE CRITERIA	COMPETENT	NOT YET COMPETENT
Provides high standard of customer service	In the course of identifying customer needs by listening and questioning courteously, uses demonstrated basic general knowledge to more accurately assist customer.		
	Uses knowledge of library systems to locate books and information in a courteous and timely manner		
Process circulation items	Sound working knowledge of circulation procedures		
Cash handling	Monies are received and receipted accurately and correct change given		
	Payments are accurately recorded in Spydus Cash Management system		
	Monies are balanced against receipts		
Record daily statistics	Manual statistics recorded		
Shelve returned items	Shelves returned items and maintain shelves in correct order		
Locate books and information as requested by customers	Locate books and information within the Gilgandra Library collections		
	Locate books and information within the online catalogue of North Western		

	Library		
	Locate books and information using the State Library online catalogue		
	Locate books and information using Libraries Australian online catalogue		
Maintain borrower e-records	Accurately updates borrower records on Spydus IMS		
Enrol new library members.	Welcomes new members and courteously informs them about library collection, facility and rules		
	Creates accurate new borrower records on Spydus IMS		
Select items for house-bound borrowers	Finds items to suit the taste and interests of house-bound borrowers		
Work unsupervised and take responsibility for circulation operations, customer service and care of the Library facility.	Accurately operates all circulation functions in Spydus IMS		
	Takes responsibility for meeting needs of customers		
	Takes responsible care of the Library facility and customers		
	Supervises customer use of the Library facility		
	Maintains security by locking up and activating the alarm		
Demonstrated ability to perform in team environment	Communication with others is conducted in a clear, friendly, concise and comprehensive manner.		
	Works with other staff to achieve the goal of providing the best possible library service to the Gilgandra community		
	Communication with staff at all levels is appropriate to the workplace standards and promotes cooperation.		
	Problems and conflict are recognised and resolved and/or referred to appropriate person/s.		
	Responses to workplace issues are provided when sought.		
	Constructive contributions are made to workplace discussions on such issues as library services and collections, quality and safety.		
	Issues and problems are identified as they arise		
	Dialogue is initiated with appropriate personnel		
Ability to organize time for own work output	Work load assessed and prioritised within allocated timeframes.		
	Need for additional support to improve performance is communicated clearly to the appropriate person.		

Provide technology assistance to customers, within limits of available time	Assist customers to connect to library Wi-Fi		
	Assist customers to access library e-books and e-audio		
	Assist customers to access and use library software programs		
	Assist customers to print from a range of sources eg email, websites, documents		

## STEP 2

COMPETENCY	PERFORMANCE CRITERIA	COMPETENT	NOT YET COMPETENT
Ability to locate, retrieve and facilitate access to information	Identifies optimal sources for information based on customer needs, and need to reduce costs to the library.		
	Upon locating optimal source of books and information, retrieves material from internal sources, networked sources or by requesting interlibrary loans, to meet customer needs		
	Accurately and efficiently requests interlibrary loans from the State Library and Libraries Australia Document Delivery		
	Follows internal procedures for the receipt and processing of interlibrary loans		
	Follows procedures for the timely return of interlibrary loans to other libraries		
	Locates information on the internet using sound search skills		
Process circulation items	Thorough knowledge of circulation procedures and operation of Spydus Circulation module		
	Accurately processes interbranch loans, reservations, renewals, retrieves reserved items based on "items available for allocation" report and forwards interbranch loans		
Cash handling	Creates accurate weekly cash returns, using Spydus IMS Cash Management reports and monies are forwarded to Council Cashier		
Process and catalogue new materials	Processes new library materials; accurately recording purchase information, labelling and covering items according to local procedures.		
	Has understanding of collections, local call number system and Dewey and uses this to accurately label books based on catalogue records		
Assist the Librarian to develop, improve and promote Library services which enhance the Gilgandra community	Creates effective new displays for the Library		

	Proposes ideas for improvement of Library service based on customer needs		
Demonstrated ability to perform in team environment	Works with other staff to develop improvements to the library service, based on customer needs		

### STEP 3

COMPETENCY	PERFORMANCE CRITERIA	COMPETENT	NOT YET COMPETENT
Ability to locate, retrieve and facilitate access to information	Accurately and efficiently uses library online databases <b>and the internet</b> to locate information for customers		
	Assists individual customers to learn to search or improve methods of search of library catalogues, internet and online databases		
Process and catalogue new materials	Downloads catalogue records for similar items from Libraries Australia and modifies them to accurately represent the item in hand, according to local procedures		
	Uploads accurate catalogue records to Spydus IMS		
	Operates Acquisitions module of Spydus IMS to create accurate new acquisition records		
Keep daily statistics	Prepares annual statistical reports, as required.		
Provide a high standard of customer service	Able to plan, prepare, conduct and evaluate storytime sessions, if required		
	Able to plan, prepare and conduct book discussions or other promotional events for adults, teens and children, if required.		
Assist the Librarian to develop, improve and promote Library services which enhance the Gilgandra community	With approval of Librarian, plans, prepares, implements and evaluates small improvements to Library service to meet customer needs		
	Writes interesting and informative articles for the Library's weekly newspaper column and/or blog, as required		
	Creates high quality new resources for the Library eg signage, promotional information, leaflets, booklets, brochures		
Demonstrated ability to perform in team environment	Works with other staff to develop improvements to the library service and takes responsibility for small projects		

### STEP 4

COMPETENCY	PERFORMANCE CRITERIA	COMPETENT	NOT YET COMPETENT
Process and catalogue new materials	Accurately creates original bibliographic (catalogue) records for new acquisitions		
Provide a high standard of customer service	Uses demonstrated extensive knowledge of internal, networked and external sources of information to meet all customer needs		

	Plans and conducts training sessions for customers eg to enable them to use catalogue, internet and online databases more effectively		
Assist the Librarian to develop, improve and promote Library services which enhance the Gilgandra community	With approval of Librarian, plans, prepares, implements and evaluates substantial improvements to Library service to meet customer needs, leading to increased customer use of a resource or service		
	Prepares or assists Librarian to prepare reports to Council or North Western Library management and applications for small grants, as required		
Certificate 3 or higher in Library and Information Services	Possession of certificate		
Demonstrated ability to perform in team environment	Works with other staff to develop improvements to the library service and takes responsibility for projects, including planning, preparation, implementation and evaluation		

## **KEY PRINCIPLES AND VALUES**

The following principles and values are considered to be key requirements of our organisation. All Councillors and Staff are expected to demonstrate these values and principles in their dealings with each other and with the community.

### **Integrity**

We must not place ourselves under any financial or other obligation to any individual or organisation that might reasonably be thought to influence us in the performance of our duties.

### **Leadership**

We have a duty to promote and support the key principles by leadership and example and to maintain and strengthen the public's trust and confidence in the integrity of Council. This means promoting public duty to others in the Council and outside, by our own ethical behaviour.

### **Selflessness**

We have a duty to make decisions solely in the public interest. We must not act in order to gain financial or other benefits for ourselves, our family, friends or business interests. This means making decisions because they benefit the public, not because they benefit the decision maker.

### **Objectivity**

We must make decisions solely on merit and in accordance with our statutory obligations when carrying out public business. This includes the making of appointments, awarding of contracts or recommending individuals for rewards or benefits. This means fairness to all; impartial assessment; merit selection in recruitment and in purchase and sale of council's resources; considering only relevant matters.

### **Accountability**

We are accountable to the public for our decisions and actions and must consider issues on their merits, taking into account the views of others. This means recording reasons for decisions; submitting to scrutiny; keeping proper records; establishing audit trails.

### **Openness**

We have a duty to be as open as possible about our decisions and actions, giving reasons for decisions and restricting information only when the wider public interest clearly demands. This means recording, giving and revealing reasons for decisions; revealing other avenues available to the client or business; when authorised, offering all information; communicating clearly.

### **Honesty**

We have a duty to act honestly. We must declare any private interests relating to our public duties and take steps to resolve any conflicts arising in such a way that protects the public interest. This means obeying the law; following the letter and spirit of policies and procedures; observing the code of conduct; fully disclosing actual or potential conflict of interests and exercising any conferred power strictly for the purpose for which the power was conferred.

### **Respect**

We must treat others with respect at all times. This means not using derogatory terms towards others, observing the rights of other people, treating people with courtesy and recognising the different roles others play in local government decision making.