

# POSITION DESCRIPTION



<b>POSITION TITLE:</b>	Library Technician (Casual Pool)
<b>POSITION NO:</b>	2047, 3194, 3195
<b>CLASSIFICATION:</b>	4
<b>AWARD / LWAA:</b>	Moreland City Council Enterprise Agreement 2018
<b>DEPARTMENT:</b>	Community Development
<b>BRANCH:</b>	Cultural Development
<b>WORK UNIT:</b>	Library Services
<b>REPORTS TO:</b>	Multicultural and Community Programs Librarian/Multicultural-Customer Services Librarian/Children's and Youth Services Librarian
<b>SUPERVISES:</b>	All Library Officers when occupant is most senior staff member available
<b>PREPARED BY:</b>	Unit Manager Library Services
<b>APPROVED BY:</b>	Manager Cultural Development

Moreland's Values are mine!



*As an employee of Moreland City Council you are required to observe all Policies, Codes of Conduct, use and wear personal protective clothing and equipment (where applicable) and follow work instructions and relevant regulations.*

**DATE CREATED: 23 August 2006**






**DATE MODIFIED: 17 February 2021**

**DATE APPROVED: 23 February 2021**

**DATE PRINTED:**

## 1. POSITION OBJECTIVES:

In accordance with established Library policy, practices and directives, provide high quality customer services at Moreland's Library Service under the direction of Multicultural and Community Programs Librarian/Multicultural-Customer Services Librarian/Children's and Youth Services Librarian.

Value	Statement
	We acknowledge our main purpose is to work with our Community and customers
	I will support and value others
	I take pride in my work and am responsible for doing it well
	I will do what I say
	We will work within and across the organisation to achieve community outcomes

**DATE CREATED: 23 August 2006**

**DATE MODIFIED: 17 February 2021**

**DATE APPROVED: 23 February 2021**

**DATE PRINTED:**

## **2. KEY RESPONSIBILITY AREAS:**

Library Technicians in the Casual Pool may be required to perform some or all of the following duties at any of the five Moreland library service points:

### **Customer Services**

- Perform customer service duties, including assisting with self service and borrowing of ematerials.
- Perform Information Desk duties including provision of information services and user assistance with photocopiers, WiFi the Internet and PCs.
- Instruct and advise customers in the use of the catalogue and of the library.
- Undertake shelf reading of library materials.
- Assist with the reservations pick list.

### **General Administrative Duties**

- Organise and carry out general day-to-day administrative duties, including photocopying, collection and distribution of mail when required.
- Prepare routine correspondence and reports as required.
- Undertake daily computer troubleshooting.
- Supervise Library Officers when most senior staff member.
- Shelving library materials on an ongoing basis, including heavy books on shelves below knee level and above shoulder height.

### **Promotion and Extension Activities**

- Prepare and distribute subject booklists, lists of new materials and bibliographies.
- Provide library and Internet tours and reader education programs as required.
- Assist with library initiatives to bridge the digital divide.
- Assist with library events and activities as required.

### **Continuous Improvement**

- Contribute to the effective implementation of the Moreland Continuous Improvement system in the work area and achievement of quality outcomes.

### **Occupational Health & Safety**

- Contribute to the achievement of a safe and healthy environment by working in accordance with Council's OHS Policy and Procedures.

### **Environmental Sustainability**

- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.

### **Diversity & Equity**

- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.

### **Other duties**

- Required to undertake other duties as directed.

## **3. ORGANISATIONAL RELATIONSHIP:**

### **Reports to:**

Multicultural and Community Programs  
Librarian/Multicultural-Customer Services  
Librarian/Children's and Youth Services Librarian

### **Supervises:**

All staff when occupant is the most senior staff member available

### **Internal Liaison:**

All library staff; Other Council staff, particularly Community Development staff

### **External Liaison:**

Library users

## **JOB CHARACTERISTICS RELEVANT TO THE POSITION**

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 4 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 4, Clause 4)

## **4. ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

- Accountable for the provision of high quality customer services, subject to the established policies, procedures and guidelines of Council and the Library.

- When on duty as the senior staff member, the incumbent will be responsible for enforcing library policies, supervising staff and performing all day-to-day maintenance and routines.

## **5. JUDGEMENT AND DECISION MAKING:**

- Guidance and advice available within time available to make a choice.

## **6. SPECIALIST KNOWLEDGE AND SKILLS:**

- Good literacy and numeracy skills.
- Good information retrieval skills.
- Ability to use, and knowledge of, PCs and the Internet, including basic troubleshooting skills.
- Fluency in a community language related to the Moreland area is desirable.

## **7. MANAGEMENT SKILLS:**

- Ability to manage time and plan and organise own work.
- Basic knowledge of personnel practices.
- Ability to provide relevant library officers and library placements with on-the-job training and guidance.

## **8. INTERPERSONAL SKILLS:**

- Ability to work effectively as part of a team.
- Ability to consistently provide efficient and friendly services to library users.
- Consistently positive and cheerful attitude to work, to the organization, to colleagues at all levels, and to citizens.
- Ability to communicate clearly, both orally and in writing.
- Ability to prepare routine correspondence and reports as required.
- Empathy with all sections of the community.
- Ability to gain the cooperation and support of other staff to achieve team goals and objectives.
- Flexibility.

## 9. QUALIFICATIONS AND EXPERIENCE:

- Diploma of Library and Information Services (Library Technician) or equivalent.
- A current Victorian Driver's licence.
- A current Working with Children Check.

## 10. PHYSICAL REQUIREMENTS OF THE POSITION

### TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	( )	(√)	( )	( )
-below 10kgs	(√)	( )	( )	( )
Manual handling frequency	(√)	( )	( )	( )
Repetitive manual work	(√)	( )	( )	( )
Repetitive bending/twisting	(√)	( )	( )	( )
Working with arms above head	( )	(√)	( )	( )
Lifting above shoulder height	( )	(√)	( )	( )
Using hand tools – vibration/powerful	( )	( )	( )	( )
Operating precision machinery	( )	( )	( )	(√)
Close inspection work	( )	( )	( )	(√)
Wearing hearing protection	( )	( )	( )	(√)
Wearing eye protection	( )	( )	( )	(√)
Working in dusty conditions	( )	( )	(√)	( )
Working in wet/slippery conditions	( )	( )	( )	(√)
Wearing Gumboots	( )	( )	( )	(√)
Wearing safety shoes/boots (steel cap)	( )	( )	( )	(√)
Working with chemicals/solvents/detergents	( )	( )	(√)	( )
Washing hands with soap (hygiene)	( )	(√)	( )	( )
Working at heights	( )	( )	( )	(√)
Working in confined spaces	( )	( )	( )	(√)
Working in chillers (+4 degrees C)	( )	( )	( )	(√)
Performing clerical duties	(√)	( )	( )	( )
Working on a keyboard	(√)	( )	( )	( )
Driving cars and/or trucks	( )	( )	(√)	( )
Other (please specify)_____	( )	( )	( )	( )

Other special features (e.g. nature of chemicals, travelling requirements, etc):

---

## **11. KEY SELECTION CRITERIA**

- Teamwork, supervisory and communication skills
- Excellence in customer service provision to all sections of the community
- Ability to contribute to and deliver projects and programs within agreed timeframes
- Ability to deal with difficult situations
- Demonstrated high level digital literacy skills
- Good organisational and time management skills
- Ability to gain the cooperation and support of other staff
- A current Victorian Driver's Licence and Working with Children Check
- Diploma of Library and Information Services (Library Technician) or equivalent.



**SIGNATURE PAGE**

**This is to certify that the position description has been drawn up/reviewed by both employee & Supervisor/Manager.**

..... **Date**     /     /  
**(Staff member's signature)**

..... **Date**     /     /  
**(Supervisor/Manager's signature)**

**Please send original signed document to the HR Officer (Human Resources) and also forward an electronic version to be filed in the Position Description database.**