

POSITION DESCRIPTION



POSITION TITLE:	Library Technician (Inter-Library Loans/Technical Services)
POSITION NO:	310
CLASSIFICATION:	4
AWARD / LWAA:	Moreland City Council Enterprise Agreement 2018
DEPARTMENT:	Community Development
BRANCH:	Cultural Development
WORK UNIT:	Library Services
REPORTS TO:	Adult/Information Services Librarian
SUPERVISES:	All staff when occupant is the most senior staff member available.
PREPARED BY:	Unit Manager Library Services
APPROVED BY:	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: 27 June 2007






DATE MODIFIED: 18 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, including inter-library loans, computerised operations and collection maintenance at Moreland's Library Service under the direction of the Adult/Information 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

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2. KEY RESPONSIBILITY AREAS:

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, the Internet, WiFi and PCs.
- Instruct and advise customers in the use of the catalogue and the library databases.
- Assist with library initiatives to bridge the digital divide.
- Assist with the reservations pick list.
- Undertake shelf reading of library materials.
- Provide relief at other library service points as required.
- Organise lost property.

Technical Services and Collection Maintenance

- Ensure the efficient running of the library computer system under the direction of the Library Coordinator Resources and Technology, including liaising and consulting with the contractor and /or Council IT if necessary.
- Assist the Library Coordinator Resources and Technology with the investigation and implementation of new technologies.
- Undertake basic PC and library equipment troubleshooting.
- Produce statistical reports as required.
- Maintain computerised membership files.
- Assist the Library Coordinator Resources and Technology with adding items, discarding and/or repairing items as directed.

Inter-Library Loans

- Process incoming and outgoing interlibrary loans, including database searching, liaison with other libraries and library users, and maintenance of statistics as required.
- Organise the return of materials from other libraries returned in error at the service point where the position is based.
- Add items and download and edit records from Libraries Australia under the supervision of the cataloguer as required.

Administrative Duties

- Coordinate the collection and distribution of mail.
- Count and maintain records of daily cash income at service points.
- Monitor and request purchase of library supplies, including end processing materials, photocopy, and computer requisites.
- Maintain library equipment and liaise with cleaners, photocopier and other equipment repairers.
- Monitor building maintenance requirements at the service point where the position is based and follow up problems requiring attention.
- Assist in the preparation of routine reports, correspondence and publicity as required.
- Ability to shelve library materials on an ongoing basis, including heavy books on shelves below knee level and above shoulder height.

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: Adult/Information 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; Networks of Inter-Library Loans staff in other libraries; *Libraries Australia* user groups; PLV Inter-Library Loans Special Interest Group; computer suppliers; equipment repairers; cleaners; maintenance workers

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 efficient operation of the Inter-Library Loans service, with scope to exercise discretion in the application of established policies, procedures and guidelines of Council and the Library Service, under the supervision of the Service Point Adult/Information Services Librarian.
- Accountable for the efficient operation of computer maintenance for the library service, with scope to exercise discretion in the application of established policies, procedures and guidelines of Council and the Library Service, under the supervision of the Library Coordinator Resources and Technology
- When on user services duties 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 good knowledge of, PCs, online information and the Internet, including good troubleshooting skills.
- Basic accountancy skills.
- Understanding of technology, and qualifications or equivalent on-the-job experience and skills.
- Basic cataloguing 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.
- Some public library experience would be an advantage.
- A current Victorian Driver's Licence.
- A current Working with Children Check.
- Demonstrated experience with computers and computer troubleshooting.

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/powered	()	()	()	(√)
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 deal with difficult situations
- Demonstrated high level computer 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 current 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.