

# POSITION DESCRIPTION



<b>POSITION TITLE:</b>	Library Officer (Children’s Services)
<b>POSITION NO:</b>	98 and 3062
<b>CLASSIFICATION:</b>	3
<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>	Service Point Children’s and Youth Services Librarian
<b>SUPERVISES:</b>	Not applicable
<b>PREPARED BY:</b>	Unit Manager Library Services
<b>APPROVED BY:</b>	Manager Cultural Development



*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.*

<b>DATE CREATED:</b> 25 June 2007	<b>DATE MODIFIED:</b> 25 February 2021
<b>DATE APPROVED:</b> 25 June 2007	<b>DATE PRINTED:</b>

## 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 the Service Point Children’s and Youth Services Librarian, including maintaining the reservations service and assisting in the provision of services to children and youth.

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: 25 June 2007**

**DATE MODIFIED: 25 February 2021**

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**DATE PRINTED:**

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

### **Customer Services**

- Perform customer service duties, including assisting with self service and borrowing of ematerials.
- Undertake shelf reading of library materials.
- Provide basic assistance for library users, including photocopiers, library equipment, WiFi, PC bookings and directional advice.
- Provide relief at other library service points as required.
- Maintain the reservations system at the service point, including monitoring the progress and referral of missing, high demand and not-on-file items.
- Organise reserved material awaiting collection and record statistical data.
- Assist with storytime and rhyme time sessions, class visits, school holiday and other special children's and youth activities.
- Assist in promoting children's and youth library services
- Assist with library initiatives to bridge the digital divide

### **Administrative Tasks**

- Input data as required.
- Provide basic administrative support, including mail delivery, running overdue/reservation notices, computer maintenance, filing, marking off invoices and photocopying.

### **Collection Maintenance**

- Assist with collection maintenance as required.
- Assist the Glenroy Audio-Visual Librarian with following up damaged and incomplete items relating to the circulation of audio-visual materials at the Glenroy Library in accordance with established Library policy.
- Maintain and monitor the periodical and newspaper collections as required, including accessioning and processing periodicals and newspapers on arrival and adding copies to the library database and weeding the periodical and newspaper collections according to established library policy and guidelines.

### **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:** Service Point Children's and Youth Services Librarian

**Supervises:** Nil

**Internal Liaison:** All library staff; Community Development Department staff; other Council 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 3 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 3, Clause 3)

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

- Accountable for the provision of high quality customer service including services to children and youth and the reservations system at Moreland's Library Service under the supervision of the Service Point Children's and Youth Services Librarian.
- Tasks are to be completed within the established policies, procedures and guidelines of Council and the Library.

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

- Responsible for enforcing established library policies, procedures and guidelines under the supervision of band 4 and above staff.
- Guidance and advice is always available

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

- Knowledge of, and ability to use PCs.
- Good literacy and numeracy skills.
- Fluency in a community language related to the Moreland area is desirable.

## **7. MANAGEMENT SKILLS:**

- Ability to manage time and achieve results within a set timetable.

## **8. INTERPERSONAL SKILLS:**

- Ability to work effectively as part of a team.
- Excellent user services skills.
- Ability to communicate clearly, both orally and in writing.
- Empathy with all sections of the community.

## **9. QUALIFICATIONS AND EXPERIENCE:**

- VCE or equivalent.
- Some public library experience or experience working with children would be an advantage.
- 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/powerd	( )	( )	( )	(√)
Operating precision machinery	( )	( )	( )	(√)
Close inspection work	( )	( )	( )	(√)
Wearing hearing protection	( )	( )	( )	(√)
Wearing eye protection	( )	( )	( )	(√)
Working in dusty conditions	( )	( )	(√)	( )
Working in wet/slippy 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):

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## 11. KEY SELECTION CRITERIA

- Good teamwork skills
- Good communication skills
- Excellence in service provision to all sections of the community
- Ability to deal with difficult situations
- Good digital literacy skills
- Good time management skills
- A current Victorian Driver's Licence and current Working with Children Check



**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.**