

# MakerSpace and Collection Services Technician

## Position Description



**Moreland**  
City Council

<b>Position number:</b>	0646
<b>Classification:</b>	4
<b>EA:</b>	Moreland City Council Enterprise Agreement
<b>Department:</b>	Community
<b>Branch:</b>	Cultural Development
<b>Unit:</b>	Library Services
<b>Reports to:</b>	Multicultural and Community Programs Librarian
<b>Supervises:</b>	All Library Officers when occupant is the most senior staff member available.
<b>Approved by:</b>	Manager Cultural Development

Organisational values:



## Position objectives

In accordance with established Library policy, practices and directives and under the direction of the Multicultural and Community Programs Librarian:

- Provide administrative support and training for library MakerSpaces and promote MakerSpace programs to encourage the community's creative development.

Date Created: 30 June 2007

Date Modified: 1 July 2022

Date Approved: 6 July 2022

Date Printed:

- Efficiently and accurately catalogue audio-visual library materials and maintain the library's audio-visual collections at the service point where the position is based.

## **Key responsibility areas**

### **Collection services**

- Identify, add holdings, download and edit appropriate records from Libraries Australia for collection materials, especially audio-visual materials; undertake original cataloguing when required.
- Assist, where directed by the Library Coordinator Resources and Technology in the selection and acquisition of appropriate audio-visual resources. This could include development of specifications for standing orders and/or profiles.
- Undertake and supervise the processing of audio-visual materials and liaise with suppliers of audio-visual material regarding orders, deliveries and processing.
- Repair or withdraw relevant audio-visual items from stock under the direction of the Library Coordinator Resources and Technology.
- Assess and follow-up problems relating to the circulation of audio-visual materials in accordance with established library policy.

### **MakerSpace**

- Provide administrative support for a range of creative programs for the MakerSpace.
- Establish and maintain training documentation and/or videos related to MakerSpace equipment for both staff and public.
- Train library staff to provide basic level of support for members of the public using MakerSpace equipment.
- Promote programs to staff and community through outreach, Council news and information sharing avenues and staff briefings.
- Organise activities with a creative arts focus.
- Arrange displays, notices and extension activities to promote the library makerspaces in the community.

### **Customer Services**

- Perform customer service duties, including assisting with self-service and borrowing ematerials, returning, shelving and shelf reading library materials.
- Instruct and advise customers in using the catalogue, ematerials and the library.
- Perform information and reference service duties and provide information and customer assistance with photocopiers, WiFi, the internet and PCs.
- Provide relief at other library service points as required.

### **Administration**

- Assist in the preparation of routine reports, correspondence and publicity as required.
- Coordinate with Makerspace room booking systems.

### **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.

## Employee competencies and accountabilities

### Competencies:

- **Community and Customer Focus:** Building strong customer relationships and delivering community / customer-centric solutions.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Instils Trust:** Gaining the confidence and trust of others through honesty, integrity, and authenticity.

### Accountabilities:

- Contribute to the effective implementation of the Moreland Continuous Improvement system in the work area and achievement of quality outcomes.
- Contribute to the achievement of a safe and healthy environment by working in accordance with Council's OHS Policy and Procedures.
- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.
- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.
- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

### Other duties:

- Required to undertake other duties as directed.

## Organisational relationships

Internal Relationships	All library staff; Council Departments, particularly Community and Cultural Development staff
External Relationships	Library users; Networks with other public library services; community organisations; art specialists.

## **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)

### **1. Accountability and Extent of Authority:**

- Accountable for the efficient maintenance of audio-visual collections 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 Collection Services Librarian.
- When on customer 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.
- Participate, as part of a team under the supervision of the Library Coordinator Resources and Technology, in the selection of audio-visual materials.

### **2. Judgement and Decision Making:**

- Participate, as part of a team under the supervision of the Library Coordinator Resources and Technology, in the selection of audio-visual materials.
- Judgement to impose penalties for damaged or lost audio-visual materials within guidelines as determined by Library policy.
- Guidance and advice available within time available to make a choice.

### **3. Specialist Knowledge and Skills:**

- Good literacy and numeracy skills.
- Good information retrieval skills.
- Ability to use, and knowledge of, PCs, online information and the Internet, including good troubleshooting skills.
- Broad knowledge of literature.
- Basic cataloguing skills and ability to use Libraries Australia.
- Ability to consistently lift and carry items up to 15kg in weight.
- Ability to shelve library materials on an ongoing basis, including heavy books on shelves below knee level and above shoulder height.
- Fluency in a community language related to the Moreland area is desirable.

### **4. 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.

### **5. 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 organisation, 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.

## 6. Qualifications and Experience:

- Diploma of Library and Information Services or equivalent relevant experience.
- Some public library experience would be an advantage.
- A current Victorian Driver's Licence.
- A current Working With Children Check.

## 7. Physical Requirements of the position

### TASK ANALYSIS

In the course of their 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 10kg	( )	(x)	( )	( )
-below 10kg	(x)	( )	( )	( )
Manual handling frequency	(x)	( )	( )	( )
Repetitive manual work	(x)	( )	( )	( )
Repetitive bending/twisting	(x)	( )	( )	( )
Working with arms above head	( )	(x)	( )	( )
Lifting above shoulder height	( )	(x)	( )	( )
Using hand tools – vibration/powerful	( )	( )	( )	(x)
Operating precision machinery	( )	( )	( )	(x)
Close inspection work	( )	( )	( )	(x)
Wearing hearing protection	( )	( )	( )	(x)
Wearing eye protection	( )	( )	( )	(x)
Working in dusty conditions	( )	( )	(x)	( )
Working in wet/slippery conditions	( )	( )	( )	(x)
Wearing Gumboots	( )	( )	( )	(x)
Wearing safety shoes/boots (steel cap)	( )	( )	( )	(x)
Working with chemicals/solvents/detergents	( )	( )	(x)	( )
Washing hands with soap (hygiene)	( )	(x)	( )	( )
Working at heights	( )	( )	( )	(x)
Working in confined spaces	( )	( )	( )	(x)
Working in chillers (+4 degrees C)	( )	( )	( )	(x)
Performing clerical duties	(x)	( )	( )	( )
Working on a keyboard	(x)	( )	( )	( )
Driving cars and/or trucks	( )	( )	(x)	( )

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

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## **8. 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 computer literacy skills.
- Good organisational and time management skills.
- A current Victorian Driver's Licence and Working With Children Check.
- Diploma of Library and Information Services or equivalent relevant experience.