

Library Technician Administration/ Home Library Service Position Description



Position number:	0643
Classification:	4
EA:	Moreland City Council Enterprise Agreement
Department:	Community
Branch:	Cultural Development
Unit:	Library Services
Reports to:	Administration Officer Rostering
Supervises:	All Library Officers when occupant is the most senior staff member available.
Approved by:	Manager Cultural Development

Organisational values:



Position objectives

In accordance with established Library policy, practices and directives and under the direction of the Administration Officer Rostering:

- Provide high quality customer services, including home library services
- Provide administrative and rostering support for Moreland's Library Service

Date Created: 30 June 2007

Date Modified: 5 September 2022

Date Approved: 10 March 2017

Date Printed:

Key responsibility areas

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.
- Shelf read the library collection.
- Assist with the reservations pick list.
- Assist with library initiatives that bridge the digital divide.
- Provide relief at other library service points as required.
- Undertake initial interview and needs assessment of new Home Library Service users and maintain Home Library Service records.
- Participate in the Home Library Services team, select appropriate materials for Home Library Service users and organise regular deliveries of materials by Coburg Library Officers, including taking part in deliveries as required.

Administration

- Provide general administrative support to the Coordinator Customer Service and Programs
- Maintain records of induction and training undertaken by all library staff and roster staff training under the direction of the Coordinator Customer Service and Programs
- Prepare weekend staffing rosters in collaboration with service point supervisors to ensure that all service points have adequate staffing during weekend periods.
- Prepare weekday staffing rosters as required.
- Coordinate the collection and distribution of mail as required.
- Count and maintain records of daily income at service points
- Prepare Coburg Library staff time sheets as required.
- Prepare routine correspondence and reports as required.

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 of Home Library Service providers in other public libraries; training providers

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 operation of day-to-day administrative support functions for the library service and the Home Library Service at the service point where the position is based, 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 Technical 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.

2. Judgement and Decision Making:

- With the guidance of the Coordinator Customer Service and Programs, assess the eligibility of persons to receive Home Library Service.
- With the guidance of the Coordinator Customer Service and Programs, determine appropriate weekend rostering of staff.
- 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 troubleshooting skills.
- Broad knowledge of literature.
- Basic accountancy skills.

- Understanding of office administration procedures and technology, and qualifications or equivalent on-the-job experience and skills.
- 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/slippy 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):

8. 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 Working With Children Check.
- Diploma of Library and Information Services or equivalent relevant experience.