**POSITION DESCRIPTION**



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| **POSITION TITLE:**  | Library Officer (Children’s services and digital literacy) |
| **POSITION NO:**  | 350 |
| **CLASSIFICATION:**  | 3 |
| **AWARD / LWAA:** | Moreland City Council Enterprise Agreement 2018 |
| **DEPARTMENT:**  | Community Development |
| **BRANCH:** | Cultural Development |
| **WORK UNIT:** | Library Services |
| **REPORTS TO:**  | Service Point Children’s and Youth Services Librarian |
| **SUPERVISES:** | Not applicable |
| **PREPARED BY:** | Unit Manager Library Services |
| **APPROVED BY:** | 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.*

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 services to children.

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| **Value** | **Statement** |
| Untitled-1_Page_1.png | We acknowledge our main purpose is to work with our Community and customers |
| Untitled-1_Page_2.png | I will support and value others |
| Untitled-1_Page_3.png | I take pride in my work and am responsible for doing it well |
| Untitled-1_Page_4.png | I will do what I say |
| Untitled-1_Page_5.png | We will work within and across the organisation to achieve community outcomes |

1. **KEY RESPONSIBILITY AREAS:**

###### Customer Services

* Perform customer service duties, including assisting with self-service and borrowing of ematerials.
* Undertake shelf reading and display of library materials.
* Provide basic assistance for library customers, when using library equipment, including self – service kiosks, IT equipment, photocopiers, PC bookings etc.
* Provide directional assistance.
* Assist with the reservations pick list.
* Assist with storytime and rhyme time sessions, class visits, school holiday and other special children’s and youth activities.
* Assist with events aimed at bridging the digital divide.
* Assist in promoting children’s library services.
* Provide relief at other library service points as required.

**General Administrative Tasks**

* Assist with displays to promote library materials.
* Upload content on databases, social media and website under supervision.
* Provide basic administrative support, including mail delivery, running overdue/reservation notices, computer maintenance, photocopying, marking off invoices, filing and rostering support.
* Maintain library notice boards and community information displays as required.
* Shelving library materials on an ongoing basis, including heavy books on shelves below knee level and above shoulder height.

**Collection Maintenance**

* Assist with collection maintenance.

**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.
* Required to work at any service point as directed.
1. **ORGANISATIONAL RELATIONSHIP:**

**Reports to:** Service Point Children’s and Youth Services Librarian

**Supervises:** Nil

**Internal Liaison:** All library staff; Other Council staff, particularly Community Development staff

**External Liaison:** Library users; Maternal and Child Health nurses; School, kindergarten, crèche and play group staff.

#### 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)

1. **ACCOUNTABILITY AND EXTENT OF AUTHORITY:**
* Accountable for the provision of high quality customer service, including services to children at Moreland’s Library Service and assistance with bridging the digital divide 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.
1. **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.
1. **SPECIALIST KNOWLEDGE AND SKILLS:**
* Knowledge of, and ability to use IT equipment.
* Good literacy and numeracy skills.
* Fluency in a community language related to the Moreland area is desirable.
1. **MANAGEMENT SKILLS:**
* Basic skills in managing, planning and organising one’s own work in order to achieve set objectives in the most efficient way.
1. **INTERPERSONAL SKILLS:**
* Ability to work effectively as part of a team.
* Excellent customer service skills.
* Ability to communicate clearly, both orally and in writing.
* Empathy with all sections of the community.
1. **QUALIFICATIONS AND EXPERIENCE:**
* VCE or equivalent.
* Some public library experience or experience working with children and/or youth would be an advantage.
* A current Victorian Driver’s Licence.
* A current Working with Children Check.
1. **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.

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| --- | --- | --- | --- | --- |
| **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)\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ | ( ) | ( ) | ( ) |  ( ) |

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

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1. **KEY SELECTION CRITERIA**
* Excellent customer service skills
* Good teamwork skills
* Good communication skills
* Ability to assist in program delivery
* Ability to deal with difficult situations
* Good digital literacy and social media skills
* Good time management skills
* A current Victorian Driver's Licence and 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.**