

CORANGAMITE REGIONAL LIBRARY CORPORATION

CASUAL STAFF POSITION DESCRIPTION

POSITION:	Library Officer (Casual)
LOCATION:	Corangamite Shire Libraries
CLASSIFICATION:	Band 3 as per CRLC Enterprise Agreement No 4-2008 and Victorian Local Authorities Award 2001
STATUS:	Casual hours – as required
APPROVED:	Chief Executive Officer
DATE APPROVED:	19 October 2009

POSITION PURPOSE

To support the responsive and efficient delivery of library service by:

- Assisting the Branch Library Officer/branch Librarian in meeting the reading and informational needs of library users
- Operating the branch when the Branch Library Officer/Branch staff are on leave and/or at agreed times
- Supporting the CRLC procedures and policies in relation to library services

ORGANISATIONAL RELATIONSHIPS

Reports to: Branch Library Officer / Operations Manager

Directly supervises: Not applicable

Internal Liaisons: Regional Library Staff

External Liaisons: Library and Community members

KEY RESPONSIBILITY AREAS

Service

- Maintain good customer relations and service standards
- Compliance with the Corporation's policies and procedures
- Attend appropriate training as required

Circulation Services

- Undertake loans, returns, reservations, renewals, answering procedural enquiries in accordance with CRLC policies and procedures

Reference and Information Services

- Provide assistance and advice to users in accessing information and materials

Collection

- Under guidance from the Branch Library Officer/Branch librarian assist with the shelving, re-shelving, shelf checking, maintaining good order, display and promotion of library materials, and withdrawal of library materials
- Assist with completing the Collection Review reports within agreed time frame

Programs and Activities

- Assist the Branch Library Officer / Branch Librarian in delivery of programs suitable for members of the public
- Under the guidance of the Branch Library Officer / Branch Librarian and Operations Manager, undertake preschool story time sessions and/or other children activities in accordance with approved programs

Team work

- Contribute to the successful operation of the branch by assisting staff in delivery of quality library service

JUDGEMENT AND DECISION MAKING

- Required to make decisions within a range of well defined procedures, guidelines and policies
- Guidance and advice is always available on matters other than routine circulation and service issues

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Responsible for supporting efficient provision of library service to meet customer needs
- Good customer relations
- Work with all library staff in a manner promoting good working relationships and teamwork
- Work under the guidance of the Branch Library Officer / Branch Librarian
- Responsible for adherence to CRLC policies, procedures and standards

OCCUPATIONAL HEALTH AND SAFETY

All Staff

- Ensure all appropriate actions are taken to implement occupational health and safety policy, procedures and legislative requirements
- Participate in OH&S Training
- Demonstrate commitment to occupational health and safety

EQUAL OPPORTUNITY

CRLC is committed to a work environment free of discrimination, harassment, victimisation and bullying.

SELECTION CRITERIA

Specialist Skills and Knowledge

- Ability to use online library management systems
- Ability to use and search the Internet
- Ability to use and undertake basic PC troubleshooting
- Demonstrated ability to work with the public
- Ability to plan and conduct and/or assist in the delivery of activities for all members of the community
- Sound general knowledge and interest in reading/literature

Managerial Skills

- Ability to prioritise duties and meet operational objectives
- Ability to work independently
- Ability to manage time and plan efficiently
- Ability to positively respond to change

Interpersonal Skills

- Good communication skills in gaining the cooperation and understanding of library users
- Ability to communicate effectively with Branch Library Officer / Branch Librarian in exchanging views and resolving problems
- Written skills to communicate with library staff
- Flexibility and motivation to work as part of a team

QUALIFICATIONS AND EXPERIENCE

Essential

- Minimum five years secondary education
- Previous customer service experience and/or library service experience
- Current Victorian Driver's Licence

Desirable

- Studying towards a library qualification

CONDITIONS OF EMPLOYMENT

The position is in accordance with the provisions of the CRLC Enterprise Agreement No 4-2008 and Victorian Local Authorities Award 2001. In line with the operational requirements of the Corangamite Regional Library Corporation the employee may be required to work evening and / or weekend shifts. The incumbent may also be required for service at another branch library within reasonable proximity to this base location upon the employer's request and by mutual agreement.

Employee Signature:

Date:

CEO Signature:

Date: