

# Collections Officer

<b>Position Number</b>	40271CS
<b>Directorate</b>	Communities & Place
<b>Service Unit/Department</b>	Wimmera Libraries
<b>Location</b>	Mibus Centre, McLachlan Street, Horsham
<b>Position Classification</b>	Band 5 Level A
<b>Position Appointment</b>	Permanent Full-time
<b>Enterprise Agreement</b>	Horsham Rural City Council Enterprise Agreement Number Ten, 2022-2025
<b>Reports to</b>	Coordinator Wimmera Libraries

## Organisation Values - **FAIR**

### **F**lexibility

We are adaptable to changing circumstances

### **A**ccountability

We are responsible for our behaviour and actions

### **I**ntegrity

We are ethical, transparent and honest in our conduct

### **R**espect

We value diversity and appreciate others and will not tolerate sexual or others forms of harassment

## 1. Position Objectives

Wimmera Libraries refers to library services provided by the Horsham Rural City Council Libraries Unit across the local municipality, and in the West Wimmera Shire in accordance with a service agreement entered into by both councils at the time the Wimmera Regional Library Corporation was dissolved on 30 June 2023.

Wimmera Libraries are a key front-line service in the community for local residents, visitors, tourists and workers. The Collections Officer undertakes all administrative functions related to the acquisition and maintenance of the collections of Wimmera Regional Libraries, so that it reflects community interests, in order to assist the improvement of the health and wellbeing and literacy and learning of the community.

The Collections Officer provides advice and support to Library Officers about access and management of the collection and to engage all employees with the changing content of the collection. The position supports the accurate and timely processing of various accounts payable transactions including invoices, purchase orders, credit notes and adjustment journals.

## 2. Key Responsibility Areas

### Collections

- Responsible for effective purchasing of materials to meet budget and acquisition targets; and in accordance with budget policies and procedures.
- Participate in the review and development of collection procedures, policy and planning.
- Develop and maintain specialised resources and collections.
- Provide efficient and effective workflows associated with the acquisition, cataloguing and processing of library materials, in line with community needs.
- Create and maintain accessible and accurate database records complying with set cataloguing standards.
- Ensure the accuracy of the bibliographic database by performing maintenance checking and correction of errors.
- Ensure that the community has timely and accurate access to materials.
- Review supplier service agreements and standing orders on an annual basis.
- Maintain knowledge of and interest in latest developments in public library and publishing trends, information technology and provision of virtual library services, including print and electronic publishing trends.
- Demonstrate leadership within the team in shaping the library service's collections procedures, based on data analysis and industry best practice, and drive continuous improvement initiatives to increase both operational efficiency and community engagement.

### **Administrative**

- Support implementation of the Library Plan and ensure services are consistent with the strategic direction of the organisation.
- Oversee the operation of the inter-library loans process, be familiar with courier deliveries, stock rotations and item hold.
- Ensure end processing of materials not supplied as shelf ready is undertaken in accordance with Wimmera Libraries standard.
- Manage and co-ordinate library material repairs, including print, CD and DVD.
- End-processing of library items including processing inter-library loans and library item movement between library branches.
- Co-ordinate Book Club items for Branch Officers and sourcing of additional copies as required.
- Compile statistics relating to purchases, expenditures and resource budget activity.
- Ensure that invoices are authorised in accordance with delegations of authority and compliant prior to processing as an authorised transaction; manage the reconciliation of all accounts.
- Network and liaise with professionals in other organisations to discuss specialist matters, and gain cooperation and assistance from key areas within the organisation to resolve problems.

### **Digital Technology**

- Use software to manage collections and undertake tasks, reporting and analysis, including the library management system, collection management tools, the Microsoft Office suite and general business administration applications.
- Enable access to the e-resources by ensuring visibility of content on the library website, the library management system and other allied systems.
- Maintain technical relationships between third party vendors and Wimmera Libraries information technology to maintain required technology infrastructure for e-collections, collection tools and library management system.

Note: In accordance with award provisions, Council may direct an employee to carry out such duties as are within the limits of the employee's skill, competence and training, provided such duties do not promote a narrowing of the employee's skills base.

## **3. Accountability and extent of Authority, Judgement and Decision Making**

Responsible to the Co-ordinator Wimmera Libraries for the satisfactory completion of duties within the set time schedule; to the appropriate standard and in a safe and efficient manner in accordance with the Occupational Health & Safety Act, regulations and requirements and Council policies which apply.

### **Accountability and extent of authority**

- Accountable for providing a prompt and professional internal customer service/response and supporting the smooth operation of the library for all users.

- Operates according to established policies, procedures, guidelines under the general supervision of the Co-ordinator Wimmera Libraries.
- Accountable for the quality, effectiveness and timeliness of own personal duties without regular supervision.
- Accountable for purchasing in accordance with delegation policy/procedure and limits.
- Authorise to problem solve minor IT issues regarding the day-to-day operations of the library.
- Able to escalate IT issues to IT system vendors.

#### **Judgement and decision making**

- Judgement is exercised within clearly defined and documented procedures.
- Tasks to be performed are usually prescribed by the demands of the daily schedule, or are limited to a range of techniques, systems, methods or processes in a defined range of recurring work situations.
- Guidance and advice are always available from the Co-ordinator.

Note: In their own interests, and as a legal obligation, employees have a responsible to take reasonable care:-

- to protect their own health and safety at work
- to avoid adversely affecting the health and safety of any other person through any act or omission at work
- to use any equipment provided for health and safety purposes
- to obey any reasonable instruction they may be given in relation to health or safety at work
- to ensure they are not, by the consumption of alcohol or a drug, in such a state as to endanger their own safety at work or the safety of any other person at work
- to promptly report all accidents to their supervisor

#### **4. Skills and Knowledge**

- Broad knowledge of collections management and the ability to work with Library Officers, employees and other stakeholders to achieve quality outcomes and to promote the library in a positive way.
- A demonstrated knowledge and understanding of the role of public libraries in communities and the local government sector.
- A sound understanding of business principles and the ability to analyse and oversee collections tasks and functions is required.
- Knowledge and experience in financial issues and responsibilities and budget management is required.
- Considerable knowledge of collection aspects of library service provision including publishing, book trade and content system trends, online/electronic resource and trends in customer experience with content.

- Considerable knowledge of collection aspects of Library Management Systems and the ability to manage effective rollout of policy across a multi-branch environment.
- Broad knowledge and experience in information services provision and demonstrated skills in the development, implementation and ongoing review of Collections policies and practices that reflect industry best practice.
- A specialist understanding of public library cataloguing standards and practice.
- Well-developed skills and experience in the use of computer applications and office equipment.
- Strong data management skills, including in recording, organising, analysing and reporting on key collection management and library usage statistics.

## **5. Management and Administrative skills**

- The ability to plan and organise own work so as to achieve specific and set objectives in the most efficient way within resources available and within a set timetable.
- Self-motivated with the ability to work effectively within a team environment.
- Knowledge of policies, procedures and guidelines to ensure effective interaction with library staff.
- Ability to design and maintain efficient systems and procedures, with a strong commitment to continuous improvement.

## **6. Interpersonal skills**

- Ability to maintain professionalism, integrity and confidentiality
- Effective negotiation and conflict resolution skills, and an ability to manage difficult situations
- Ability to communicate sensitively and effectively with a range of people from diverse backgrounds, cultures and abilities
- Excellent communication skills, both oral and written
- Flexibility in approach to work practices, with an ability to adapt to and support change in a dynamic environment
- Considerable ability to liaise effectively with people in other organisations and with counterparts in the library industry
- A high degree of enthusiasm and self-motivation

## **7. Qualifications and Experience (Selection Criteria)**

- Desirable: Graduate diploma or degree in Librarianship or Information Management and eligibility for professional membership of Australian Library and Information Association (ALIA)
- Knowledge of current collection management practices in a public library environment
- Knowledge of and commitment to intellectual freedom principles as they apply to public library collections.
- Knowledge of and commitment to inclusive collection practices which meet the particular needs of vulnerable and/or disadvantaged groups within the community.
- Demonstrated knowledge of public libraries and systems.
- Experience in collection management in public libraries.
- Experience in the organisation and promotion of library collections.
- Experience in the delivery of collection and interlibrary loan services.
- Demonstrated skills and experience of financial record keeping.
- Desirable: Working with Children Check.

### **KEY SELECTION CRITERIA:**

Selection will be based on the following Selection Criteria, however, reference will also be made to other listed skills, knowledge and attributes as required in the Position Description:

- A relevant qualification and/or relevant experience essential, with eligibility for a professional membership of the Australian Library and Information Association highly desirable.
- Experience in cataloguing and collection management in public libraries, including interlibrary loan services, with recent experience highly desirable.
- Ability to manage budgets and expenditure and undertake accounts processing.
- Experience using data analytics to assess patron needs, track usage patterns, and inform collection development decisions, as well as preparing and presenting statistics for LGPRF and Public Libraries Victoria reporting.
- Ability to use a range of information technology and software packages related to physical and digital collections, general business administration, and customer-facing creative/information technologies.
- Strong written and verbal communication skills with the ability to engage effectively with a culturally and linguistically diverse community, as well as internal and external stakeholders.
- Supervisory experience, with the ability to mentor staff in collections best practice and gain their cooperation with innovative continuous improvement initiatives.
- A demonstrated commitment to ensuring that vulnerable or marginalised groups' voices and priorities are well represented through library collection curation, with particular consideration for children and young people, older persons, culturally and linguistically diverse communities, First Nations peoples, individuals with a disability, and those identifying as LGBTQIA+.

## 8. Organisational Relationships

<b>Reports to:</b>	Coordinator Wimmera Libraries
<b>Supervises:</b>	Other Library staff when engaged in collections management and maintenance duties Library Officers when rostered on circulation desk
<b>Internal Liaisons:</b>	Wimmera Libraries staff Other HRCC staff
<b>External Liaisons:</b>	Library materials vendors/suppliers Relevant professional associations and bodies (PLV, ALIA, etc NLA/Trove LMS software suppliers Library networks and support groups

## 9. About Horsham and Horsham Rural City Council

Horsham Rural City is a vibrant, multi-cultural community situated in the heart of the Wimmera region of Victoria, approximately 300 kilometres north-west of Melbourne. The municipality has a population of approximately 20,000, covering an area of 4,267 square kilometres, with approximately three quarters of residents living within the urban area of Horsham.

Horsham is the major provider of retail, community and government services in the Wimmera, with dryland and broadacre agriculture being our major industry. There are a range of quality educational and health care facilities including secondary colleges, a university and an agricultural college.

Council is committed to working with the community to develop the municipality through strong leadership, vision, good governance, responsive services and quality infrastructure, whilst enhancing our liveability and natural environment.

### **Accessible and Inclusive Employer**

Horsham Rural City Council supports flexible and accessible working arrangements for all staff. We are progressive, open to new approaches, and aim to be an inclusive and diverse workplace that celebrates the contribution made by all our staff.

### **Occupational Health and Safety/Risk Management**

All employees are required to follow workplace health and safety requirements and obligations in accordance with legislative frameworks, Council policies (including the OHS Responsibility and Accountability Procedure) and other workplace procedures at all times.

Employees will also observe and comply with Council's Risk Management Policy and the application of sound risk management practices within the workplace and the community.

## 10. Further information

Horsham Rural City Council is an Equal Opportunity and Child Safe Employer and values Flexibility, Accountability, Integrity and Respect. We encourage and celebrate all cultures, heritage and diversity. We recognise the important and ongoing place that all Indigenous people hold in our community.

Council encourages applications from people of all abilities and can make information available in alternative formats if required.

Council and its employees also have obligations under Victoria's Charter of Human Rights and Responsibilities. See the People & Culture Department or [www.humanrightscommission.vic.gov.au](http://www.humanrightscommission.vic.gov.au) for further information.

Manager People & Culture  
Horsham Rural City Council  
PO Box 511  
Horsham Victoria 3402  
Email: [hr@hrcc.vic.gov.au](mailto:hr@hrcc.vic.gov.au)



**11. Sign Off**

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Document prepared by: People & Culture Department

**Approved by:** .....  
(Director Communities & Place)

**Date:** .....

**Employee name:** .....

**Signature:** .....

**Date:** .....