

POSITION DESCRIPTION

Position Title: Library Reference and Information Officer

Directorate: City Life

Department: Libraries and Community Learning

Unit: Library Operations

Classification: Band 4

Position Objective

- Provide quality customer service and reference and information support to library patrons
- Contribute to the success of Wyndham City Libraries through active teamwork and effective performance of the responsibilities and duties of the position

Key Responsibilities

- Responsible for front desk management when incumbent is the senior staff member
- Support the Library Coordinator to achieve Wyndham Library Service Quality Standards. Perform rostered desk shifts as directed, assisting patrons with reference and information enquiries and providing IT support
- Assist with daily housekeeping duties including returns, shelving, library presentation and hold alerts.
- Continually promote the collection in new and creative ways
- Promote library services and programs to the community
- Work closely with other members of the Library Branch to achieve the defined goals and outcomes of Wyndham City Libraries Business Plan.
- Carry out other duties commensurate with skills and abilities as deemed reasonable and appropriate to the role as directed from time to time.
- Risk Management
 - Accountable for the implementation and maintenance of sound risk management within the areas of responsibility and in accordance Wyndham's Risk Management Policy. Create an environment where managing risk is accepted as the personal responsibility of each employee.

Accountability and Extent of Authority

- Maintaining a high level of library service to the public, working within specific guidelines and under general supervision
- When on desk the reference questions are answered accurately and in a timely manner
- May exercise discretion with the scope of specific guidelines

- This position works under general supervision within clear guidelines and procedures

Judgement and Decision Making

- This position may make decisions which conform to established procedures and guidelines
- Any action requiring decisions outside set procedures will be referred to a higher authority
- Guidance and advice is always available within the time to make a choice

Specialist Skills and Knowledge

- Up-to-date knowledge of information trends with regard to the delivery of services to communities
- A clear and detailed understanding of library practices and the library's long term goals
- Knowledge of new forms of media and information technology which can be used to enhance the customer service experience
- Proficient in Library Management Systems functions
- PC software and hardware troubleshooting skills
- Understanding of the Library and Community learning goals within the broader organisational context

Management Skills

- Basic knowledge of personnel practices and be able to provide employees with on the job training and guidance.
- Manage one's time and achieve professional standards within time constraints and changing priorities

Interpersonal Skills

- Well-developed communication and liaison skills
- Able to work well with the public and the library team
- Able to gain cooperation and assistance from employees and members of the public in the administration of well-defined activities and in the supervision of employers where applicable
- Skills in written communication to enable the preparation of routine correspondence and reports if required

Qualifications and Experience

- Diploma of Library and Information Services, or equivalent with related relevant experience or substantial relevant related experience
- Ability to work with people from diverse social and cultural backgrounds
- PC software and hardware troubleshooting skills
- Current Working with Children Check is required.

Inherent Requirements of Position

This section lists the demands and work environment more often than not in order to perform the essential functions of the position: **Library Reference and Information Services Officer**

Task	Description
Office Duties	<ul style="list-style-type: none"> - Sitting at a workstation on an adjustable office chair, general office based work, using a computer for up to one hour at a time, followed by a break. - Includes general office based work such as handling files, various paperwork, attending phone calls and customer enquiries.
Driving	<ul style="list-style-type: none"> - Required to travel regularly within the municipality.
Carrying/Lifting	<ul style="list-style-type: none"> - Occasional lifting and carrying of items
Bending/Stooping & Reaching	<ul style="list-style-type: none"> - Required to bend and reach on a regular basis
Other:	<ul style="list-style-type: none"> - Required to stand and walk for up to 4 hours at a time.

Other Relevant Information

- Employment is subject to the presentation of the right to work in Australia.
- Ability to work weekends as required.
- This position may be required to rotate across Wyndham City Libraries between positions at a similar level.
- Appointment is subject to a satisfactory completion of a police check and can be requested from time to time.

Key Selection Criteria

- Diploma of Library and Information Services, or equivalent with related relevant experience or substantial relevant related experience
- Demonstrated written and oral communication skills with the ability to deal with a wide range of people from diverse backgrounds
- Demonstrated ability to work autonomously and effectively as part of a team with the ability to take on responsibilities when required.
- Demonstrated experience in providing IT support
- Current Working with Children Check is required.

<i>HR Services – Internal Use Only</i>	
<i>Position Number(s):</i>	200778, 202095, 202814, 204008
<i>PD Current as at:</i>	28 April 2023