



Position Details

Position title:	Library Collection Maintenance Officer
Award Classification:	Band 3
Department:	Community Services
Division:	Community Wellbeing and Inclusion
Date Approved:	September 2024
Approved By:	Manager, Community Services

Organisational Relationships:

Reports To:	Collections Senior Team Leader
Supervises:	N/A
Internal Stakeholders:	Council Employees
External Stakeholders:	Library users

Position Objectives

- The safe and effective maintenance of library collections according to established procedure and policy.
- The safe and timely delivery of items to library branches and program sites using the library van.
- A safe and welcoming library space that can be easily accessed by the diverse groups that make up the community of Port Phillip.

Key Responsibilities and Duties

- Support, promote and abide by the policies, objectives and decisions of the library and the City of Port Phillip.
- Help ensure library spaces are safe and welcoming to the diverse groups that make up the community of Port Phillip.
- Return and shelve library items according to established procedure so as that they can be easily accessed by library users.



- Deliver library items by driving the library van to library branches and program sites as part of a roster or on an ad hoc basis.
- Assist in collection maintenance projects such as stock-takes, withdrawing items, repairing items and the transfer of stock from one location to another.
- Support customer service staff as directed by completing weeding reports, customer reservation lists and shelving reserved items.

Accountability and Extent of Authority

- Accountable for the maintenance of the library collection through accurate and efficient shelving, shelf ordering, and other duties as directed.
- Accountable for informing library leadership about all issues impacting on the safe use and maintenance of the library van.

Judgement and Decision Making

- The performance of duties is undertaken by following well-understood procedures and working within clearly defined policy parameters.

Specialist Skills and Knowledge

- Understanding of manual handling requirements
- Computer literacy and familiarity with a Windows environment

Management Skills

- Ability to organise, plan and set timelines for own work in response to changing work flow priorities and the advice of team leaders

Interpersonal Skills

- Ability to work co-operatively with colleagues and support team objectives.
- Ability to provide high quality customer service to library users to ensure all library users feel safe and welcome in the library space.
- Ability to respond calmly to challenging people and situations.
- Ability to seek advice and support as required.

Qualifications and Experience

- Experience working in a busy customer service environment.
- Experience dealing calmly with unexpected issues that impact on customer service delivery.



Mandatory Requirements

- Current Working with Children Check
- Victorian Driver Licence

Child-Safe Standards

- Maintain a child safe culture at City of Port Phillip by understanding and activating your role in preventing, detecting, responding and reporting suspicions of child abuse to the relevant authorities by adhering to relevant City of Port Phillip policies and relevant legislation.

Occupational Health and Safety Responsibilities

- All employees of City of Port Phillip are responsible for maintaining and ensuring the OHS programs in their designated workplace as required by the Occupational Health and Safety Act 2004. Where applicable this includes taking every reasonably practicable step to ensure the health and safety of employees, contractors, visitors, and members of the public through identifying hazards, assessing risk, and developing effective controls within the area of responsibility and by adhering to relevant City of Port Phillip policies and legislation. Our leaders are responsible for championing and enhancing safety in our organisation.

Diversity and Equal Employment Opportunity

- The City of Port Phillip welcomes people from diverse backgrounds and experiences, including Aboriginal and Torres Strait Islander peoples, people from culturally and linguistically diverse (CALD) backgrounds, LGBTIQ+, people with disability, as diversity and inclusion drives our success. Our leaders are responsible for championing and enhancing diversity and inclusion in our Organisation and City.

Security Requirements and Professional Obligations

Pre-employment screening will apply to all appointments.

Prior to a formal letter of offer, preferred applicants will be asked to provide:

- Evidence of mandatory qualifications/registrations/licences,
- Sufficient proof of their right to work in Australia
- Sufficient proof of their identity.
- Complete a National Police Check completed **via** City of Port Phillip's Provider.
- Evidence of a Working with Children Check (employee type with City of Port Phillip registered as the organisation).



Key Selection Criteria

- Demonstrated ability and commitment to working within a highly flexible team environment.
- Demonstrated ability to remain calm when engaging with challenging people and situations.
- Demonstrated ability to work independently.
- Demonstrated ability to take care to ensure a quality experience for customers.
- Excellent communication skills

City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, disability, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.