


## POSITION DESCRIPTION

	<b>Position Title:</b>	Branch Library Officer, Wentworth Falls
	<b>Location/Branch/Department:</b>	C&CS/Community, Library & Customer Services/Libraries
	<b>Position Classification:</b>	<b>Band:</b> 2 <b>Level:</b> 2 <b>Grade:</b> 1

### POSITION PURPOSE/OBJECTIVE

1. To have overall responsibility for the day to day operations of a part-time branch library.
2. To ensure that a courteous, efficient and effective library service is provided at a part-time branch library.

### RELATIONSHIPS

<b>Reports to:</b>	Upper Mountains Library Coordinator
<b>Staff Responsibility:</b>	Library Assistants (Part-time and Casual)
<b>Key Internal Relationships:</b>	Library Manager, Library Management Team, Branch librarians, specialist librarians.
<b>Key External Relationships:</b>	Residents, rate-payers, general public, and staff of other councils, community groups, local business and other representatives.

### SPECIFIC RESPONSIBILITIES

The Blue Mountains Library Service operates from a network of libraries located throughout the local government area. There are 3 full-time library branches at Springwood, Katoomba and Blaxland and these are complemented by part-time branches at Lawson, Blackheath, and Wentworth Falls, plus a Book Express Service for commuters.

Over 50% of the population are members and the libraries hold a collection of around 130,000 items. The Service also runs an active program of activities aimed at encouraging lifelong learning. The libraries are operated by librarians, library technicians and library assistants with expert skills in customer service, research work, cataloguing and other specialist skills.

Responsibilities of the position include:

1. Oversee the operation of the library automated system and monitor the Council-operated Network service provided within the branch and report system malfunctions/difficulties either to the Information & Support Services Officer or Council IT Helpdesk as appropriate.
2. Provide a team oriented approach and an appropriate role model for other staff.
3. Provide a reference service using all available resources i.e. Book, non-book and Internet. Refer complex or lengthy enquiries to the Information & Support Services Coordinator or other staff as necessary.

4. Deal with complaints from customers and identify and respond to customer needs, referring to Upper Mountains Library Coordinator when necessary.
5. Provide circulation, reader education services, ILL service, stock requests, membership advice, as required.
6. Assist customers in the use of technology as appropriate. Provide basic troubleshooting assistance where applicable.
7. Organise displays at the branch on matters of community interest and to promote library and Council services.
8. Provide programs and activities for customers in liaison with the Children & Young Adults Team, Events Team and Upper Mountains Library Coordinator.
9. Ensure that high standards of public safety are maintained in the branch at all times and report equipment or building maintenance problems either to the Upper Mountains Library Coordinator, or to Council's Property Section as appropriate.
10. Ensure that the branch presents a clean, tidy and welcoming face.
11. Attend Library Team meetings as required.
12. Participate in collection development and maintenance by weeding and making recommendations for stock selection, ensuring regular stock rotations, relocation of damaged stock for repair or rebinding, all in accordance with the Collection Management Plan.
13. Liaise closely with the Information & Support Services Coordinator to advise on branch needs for non-fiction stock. Make recommendations for acquisitions and weeding.
14. Regularly account for all monies and forward to Council.
15. Monitor and respond to electronic mail daily.
16. Maintain all branch equipment and supply of materials and report faults/problems immediately.
17. Operate and manage all public access technology for the branch.
18. Ensure all relevant statistical information and branch reporting mechanisms are maintained including budgetary reporting requirements.

### **Workplace Health & Safety**

Ensure compliance with WHS obligations and responsibilities as outlined in Councils policies and procedures and under the relevant WHS legislation. These include but are not limited to identifying potentially unsafe situations or work practices and notifying your Supervisor or Manager (or the Health, Safety Manager/Area Safety Representative); never performing a task that you believe is dangerous or for which you do not have the experience, or have not received appropriate instructions and training or where the correct equipment to carry out the task safely is not available; always work in a safe manner and in accordance with safety instructions, where applicable; use the work equipment supplied for the job, in accordance with the manufacturer's instructions), and any personal protective equipment, which the Council deems necessary and has provided; be safety aware and report any actions to your line manager which will assist the Council to meet its legal workplace health and safety obligations.

You have the right to cease or direct cessation of unsafe work. In addition you are required at all times to comply with Councils Asbestos Management Plan and Policy.

---

## **COMMUNICATION**

This position will be required to communicate with members of the community of all ages and backgrounds, as well as staff at varying levels. Excellent written communication skills will be required for reports, proposals and presentations, as well as excellent verbal skills for supervision, training, general team interaction and customer service.

---

## **JUDGEMENT & PROBLEM SOLVING**

This position will be required to recognise problems/issues as they arise and resolve them in the most appropriate manner. They will exercise sound judgement in determining appropriate outcomes in line with existing policies and procedures in the workplace environment.

---

## **AUTHORITY**

This position will be required to make decisions as they arise and resolve them in the most appropriate manner. They will exercise sound judgement in determining appropriate outcomes in line with existing policies and procedures in the workplace environment. Strong liaison with Upper Mountains Library Coordinator.

---

## **SKILL, EXPERIENCE, QUALIFICATIONS & BEHAVIOURAL COMPETENCIES**

### **ESSENTIAL**

1. Ability to deal effectively with the public and a proven commitment to customer service.
2. Diploma of Library & Information Studies or equivalent. Eligible for Library Technician membership of the Australian Library and Information Association.
3. Demonstrated experience in an automated public library including the use of public access technology.
4. Demonstrated ability to work as part of a team with initiative, flexibility and enthusiasm.
5. Good communication skills and interpersonal skills.
6. Knowledge of and commitment to Work, Health and Safety systems and issues. Understanding of Equal Employment Opportunity principles.

### **DESIRABLE**

1. Knowledge of the Blue Mountains community, the functions of local government and the role of the public library.
2. Possess a Class C drivers licence.

The incumbent may be required to work at any Branch of the Blue Mountains Library Service.

---

## **BMCC POSITIONAL PHYSICAL DEMANDS ANALYSIS**

*NOTE: to be completed with the Recruitment Requisition form by the requesting Manager/Supervisor. Please contact the WH&S Officer if assistance is required in completing this form.*

<b>Position:</b>	Branch Library Officer – Wentworth Falls		
<b>Responsible Manager/Supervisor:</b>	Manager, Community, Libraries & Customer Services		
<b>Signature:</b>	<i>Edn</i>	<b>Date:</b>	4/2/20

<b>Complete the physical requirements and working condition sections of the table below based on an employees average daily exposure to the tasks listed. Ratings as follows:</b>	<b>Exposure Level</b>	<b>Rating</b>
	No Exposure	0
	Low Exposure (0 – 2hrs daily)	1
	Medium Exposure (2 – 4hrs daily)	2
	High Exposure (4 – 8hrs daily)	3

<b>PHYSICAL REQUIREMENTS</b>									
Heavy Manual Tasks	0	Pushing loads > 5kgs	1	Frequent bending/stooping	1	Sitting for extended periods	1		
Light Manual Tasks	3	Pulling loads >5kgs	0	Repetitive Lifting	2	Standing for extended periods	2		
Trunk Twisting	1	Extend arms for reaching	1	Elevating arms above shoulder height	1	Kneeling for extended periods	0		
Climbing to access/exit excavations	0	Throwing	0	Walking on uneven ground	0	Walking for extended periods	1		
Balancing	0	Crawling	0	Hearing above background noise	0	Depth Perception	1		
Colour Vision	1	Fine Manipulation	2	Shoveling/Digging	0				
<b>WORKING CONDITIONS</b>									
<b>PHYSICAL</b>									
Inside Work	3	Outside Work	0	High Temperatures > 38deg	0	Low Temperatures < 3 deg	0		
Operating Machinery	0	Working Machinery Near	0	Working at Heights	0	Noisy Work Areas	0		
Vibration	0	Confined Spaces	0	Prolonged Driving (periods > 2hours)	0	Working Alone	2		
Overhead Work	0	Use of computer for screen-based activities.	3	Prolonged Sitting (periods > 1hour)	2	Prolonged Standing (periods > 1 hour)	2		
<b>CHEMICALS</b>					<b>BIOLOGICAL</b>				
Dusts	0	Liquids	0	Pesticide Spraying	0	Herbicide Spraying	0		
Working with Solvents	0	Mists/Fumes	0	Possible exposure to Hepatitis A, B, C	1	Possible exposure to Tetanus	1		
Gases/Vapours	0	Odours	0	<b>BIOMECHANICAL</b>					
				Repetitiveness	1	Fatigue	0		
<b>ASBESTOS</b>									
<b>Asbestos Awareness</b>		√	<b>None of the below</b>						
<b>Class B Asbestos Removal</b>		0	<b>Asbestos Removal and Supervision</b>		0	<b>Asbestos Assessor</b>		0	
<b>USE OF PERSONAL PROTECTIVE EQUIPMENT</b>									
Safety Boots/Shoes	0	Dust Mask/Respirator	0	Protective Eyewear	0	Ear plugs/Muffs	0	Hard Hat	0
<b>Provide a brief description of the job requirements:</b>									
Mostly computer based with library work such as circulation, returns, shelving and reference.									