

POSITION DESCRIPTION

POSITION TITLE:	LIBRARY TECHNICIAN
POSITION NO:	100416
DIVISION:	CITY SERVICES AND LIVING
DEPARTMENT:	CITY LIFE
SECTION:	LIBRARIES
STATUS:	PERMANENT PART-TIME
CLASSIFICATION:	BAND 4
OCCUPANT:	VACANT
LOCATION:	VARIOUS LOCATIONS ACROSS THE MUNICIPALITY
DATE:	SEPTEMBER 2022

POSITION OBJECTIVES:

- To contribute to the provision of high quality library services that meet the educational, recreational and information needs of the diverse Hume community by providing a high level of customer service and assisting in the maintenance of the library collections.
- To support the facilitation of learning for the Hume community.

KEY RESPONSIBILITIES AND DUTIES:

1. CIRCULATION DESK TASKS

- Perform Shift Supervisory duties in the absence of a Librarian.
- Provide excellent customer service on the circulation desk.
- Issue and return all formats promptly and efficiently.
- Collect payment for, damaged materials etc.
- Answer phone calls promptly and provide appropriate services eg. phone renewals.
- Respond promptly and accurately to enquiries, including complaints.
- Register new library members and issue replacement library cards.
- Ensure stock in poor condition is put aside for checking by librarians.
- Take bookings for computers and library activities

2. INFORMATION SERVICES RESPONSIBILITIES

- Provide excellent reference and information services to the Hume community.
- Assist members of the public with electronic information sources, such as the Internet.

3. COLLECTION RESPONSIBILITIES

- Under guidance of Team Leader, actively contribute to localised collection maintenance, including reallocating and withdrawing materials.
- Assist in collection management activities in the branch using *collectionHQ* software.
- Regular shelf reading to ensure the collection is in order.
- Tidy shelves to ensure high standard of library presentation.
- Work as part of the team to provide relevant, well-maintained collections.

4. BRANCH RESPONSIBILITIES

- Work as part of the team to provide high quality customer service to the Hume community;
- Actively promote the library resources to the community;
- Delivery of programs and activities as required;
- Supervise Library Officers, and work experience and community service student/s as required;
- Perform reconciliation of branch cash takings in accordance with council procedures;
- Report branch IT issues in accordance with procedures;
- Troubleshoot library computers and hardware as appropriate;
- Ensure that opening and closing procedures are correctly implemented.
- Report any branch issues to the Team Leader
- Ensure all monthly reports are accurately completed on time
- Attend team meetings and/or ensure related agendas and minutes are read and understood in a timely manner
- Communicate and collaborate with staff from Gladstone Park Secondary College
- Undertake regular safety inspection checklist reports

5. PROGRAM RESPONSIBILITIES

- Under guidance of Team Leader Library Programs and Digital Literacy, plan, facilitate and report on activities delivered in accordance with agreed policies and procedures
- Promote relevant library collections to the program being delivered.

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ORGANISATIONAL CONTEXT

VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

Our Hume Values & Guiding Behaviours:

Respect

I will:

- Actively listen and communicate openly with others
- Value individual differences and the contribution of others
- Treat people fairly and ensure others do the same



Customer Focus

I will:

- Take responsibility for delivering services and solutions in a timely manner
- Respond to internal and external customers professionally and respectfully
- Engage with, listen and seek to understand the needs and expectations of the customer/resident

Collaboration

I will:

- Support and assist others by sharing information, knowledge and resources
- Cooperate with others and set and achieve common goals
- Actively participate and contribute to the team

Innovation

I will:

- Explore and act on better ways of doing things
- Be open minded and encourage new ideas from others
- Actively learn and develop to improve the work I do for the organisation

WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

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ENVIRONMENTAL SUSTAINABILITY

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's **Infrastructure and Assets directorate** leads Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

SERVICE PLANNING & CONTINUOUS IMPROVEMENT

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

ASSET MANAGEMENT

Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

POLICE CHECK:

The incumbent must have and maintain a current Police Check YES NO

WORKING WITH CHILDREN CHECK:

The incumbent must have and maintain a current Working with Children Check YES NO

PRE-EMPLOYMENT MEDICAL CHECK

The incumbent must undergo a Pre-Employment Medical Check

Medical

(including fitness for work and functional capacity assessments, muscular-skeletal screening and drug & alcohol test) YES NO

Audio Test YES NO

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OTHER DUTIES

Responsibilities and duties included in this position description are subject to the *Multi-skilling* provisions of the *Hume City Council Enterprise Agreement* as varied from time to time

ORGANISATIONAL RELATIONSHIPS:	
Reports to:	Team Leader
Supervises:	Library Officers, Work experience students, Community Service Students, Volunteers
Internal Contacts:	Hume Libraries' staff; City Life Staff; Council staff
External Contacts:	Members of the general public, community groups professional library and industry groups

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Displaying and promoting Our Hume Values & Guiding Behaviours
- Maintaining knowledge of and working within Organisation Policies and Procedures including WHS, EEO and Code of Conduct.
- Opening & closing the library, and the efficient and effective operation of the circulation desk
- Ensuring efficient & effective general operation of the library when nominated as the senior staff member.
- Circulation duties in accordance with established procedures;
- Responding to library users in a timely manner and providing a responsive and pro-active, user-friendly customer focused service.
- Operating within council policies and procedures.
- Collection of relevant council fees and charges.
- Own health and safety and the health and safety of others.

JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- The incumbent is required to identify and resolve problems using standard procedures and guidelines and provide recommendations within scope of expertise; however, guidance and advice is always available.
- The nature of the work is clearly defined within established procedures and the incumbent will be required to exercise judgement to achieve the required standard of library service

SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- The following knowledge and skills are required to be utilised:
- Experience in providing reference and information services.
- Excellent computer skills.
- Demonstrated knowledge of and ability to use electronic and print based information resources.
- Demonstrated knowledge of books and literature in general.
- Excellent customer service skills.
- Cash handling and reconciliations processes.



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MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Demonstrated organisational skills and the ability to manage a rostered shift.
- Basic understanding of personnel practices including those related to Equal Employment Opportunity (EEO) and Occupational Health and Safety (OH&S) and the ability to provide employees with supervision, guidance and on the job training.
- The ability to plan and organise work to achieve specific and set objectives in the most efficient way within resources available and within a set timetable.
- Demonstrated ability to manage library users' requests from initial contact to successful resolution in a timely, effective and efficient manner

INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Sound written communication skills including the ability to prepare routine reports and correspondence.
- Ability to identify customer needs and expectations, decide the appropriate action and respond accordingly.
- Ability to communicate with and gain cooperation and assistance from a broad range of people from diverse backgrounds and cultures.
- Ability to deal with difficult situations and present a positive Council image.
- Ability to develop working relationships with staff and work together in a team environment.
- A high degree of self-motivation, and the ability to work without supervision.
- Demonstrated ability to convey computer and library literacy to customers unfamiliar with library and computer technologies.

QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Diploma of Library / Information Services (Library Technician) or equivalent post-secondary qualification.
- Experience in a Public Library or similar environment.
- Current Driver's Licence.
- Current Working with Children's Check



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TASK ANALYSIS

In undertaking the inherent requirements of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights – above 10kgs	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
– below 10kgs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual handling frequency	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive manual work	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive bending/twisting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive kneeling/squatting	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working with arms above head	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lifting above shoulder height	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Using hand tools – vibration/powerful	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operating precision machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Close inspection work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing hearing protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing eye protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing safety shoes/boots (steel cap) / gum boots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing other relevant PPE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in dusty conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in wet/slippery conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working with chemicals/solvents/detergents	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Washing hands with soap (hygiene)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working at heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in chillers (+4 degrees C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Performing clerical duties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working on a keyboard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving cars and/or trucks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Other special features (e.g. nature of chemicals, travelling requirements etc):				

VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the Employee Handbook.

AGREEMENT:

I hereby accept and agree that by placing my electronic signature in the text box, this shall be considered as an original signature for accepting the duties in this position description. I understand that key responsibilities and duties in this position description will be undertaken in accordance with the Employee Handbook and I agree to abide by the terms and conditions stipulated therein.

Name (Please print):

Signature:

Date:

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:

1. Diploma of Library / Information Services (Library Technician) or equivalent post-secondary qualification.
2. Experience in a Public Library or similar environment.
3. Ability to assist with engaging members of the community to use the library and its resources to meet their educational, recreational and information needs.
4. Strong customer service skills with and ability to deal with challenging customers and present a positive Council image
5. Experience in providing reference and information services.
6. Demonstrated knowledge of and ability to use a variety of computer hardware and software; including electronic and print based information resources.
7. Ability to communicate with and gain cooperation and assistance from a broad range of people from diverse backgrounds and cultures.
8. Demonstrated ability to convey computer and library literacy to the community
9. Ability to work in a team environment.
10. Current Driver's Licence and Working with Children's check