

POSITION DESCRIPTION

Position Title	Collections and Technical Services Support Librarian
Position Number	M25
Department	Technical Services
Classification	Band 5
Date Approved	November 2024
Probationary Period	6 months
Mandatory Checks	Working with Children Check and National Police Check

Reports to	Coordinator Collections and Technical Services
Supervises	Library staff, technical services staff and volunteers where required.
Internal Liaisons	Staff at all levels of the organisation.
External Liaisons	Other libraries and municipalities, service providers, professional associations, user groups, suppliers and library users.

OUR ORGANISATION

Whitehorse Manningham Regional Library Corporation delivers high quality library services to the communities of Whitehorse and Manningham. The Corporation operates branch libraries at Blackburn, Box Hill, Bulleen, Doncaster, Nunawading, The Pines, Vermont South and Warrandyte. Online services are provided through www.wml.vic.gov.au.

POSITION OBJECTIVES

Strategic:

- Contribute to the development and achievement of Corporate and Departmental goals.

Operational:

- Support the development, maintenance and promotion of library collections
- Provide a range of support services contributing to the delivery and evaluation of the Corporation's Technical Services Department and related services
- Support the collation, analysis and reporting of data relating to the Corporation's service delivery.

KEY RESPONSIBILITY AREAS

Technical Services

Contribute to the efficient and effective delivery of the Corporation's Technical Services through provision of quality support in the following areas:

- Participate in the selection, evaluation, development and promotion of library resource collections
- Respond to customer suggestions and requests
- Participate in all technical services workflows to ensure efficient work practices and effective achievement of departmental and organisational goals
- Contribute to Technical Services and Collection Management strategies and policies
- Administrative functions including supporting the collection of statistics and compilation of data.

Branch Services

- Participate in the provision of professional and customer oriented library and information services and public floor duties as required, including the supervision of branch staff.

Organisational

- Liaise and co-operate with other internal department and external stakeholders as required
- Ensure that complete and accurate records relating to business activities are maintained and stored in accordance with Corporation policy
- Train staff as required.

Occupational Health and Safety

- Provide a safe working environment in accordance with Occupational Health and Safety legislation and WMRLC policies and procedures.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is accountable to the Coordinator Collections and Technical Services for:

- Contributing to the efficient and effective delivery of the Corporation's Technical Services through provision of quality support.

The position is accountable to the Branch Manager for:

- Effective and efficient supervision of staff and procedures as required
- The provision of quality customer services.

The incumbent's authority and freedom to act is subject to clear guidelines. The incumbent fully briefs relevant managers on all issues of operational importance and issues which may impact on customer service, cost, or time schedules.

JUDGEMENT AND DECISION MAKING

Decisions made impact on the nature and quality of services provided, and on local community perceptions of those services.

The objectives of the work are usually well defined but the particular approach to be used may be selected from a range of available alternatives.

The work may involve solving problems using established procedures and guidelines and prior professional or technical knowledge. Independent judgement may be required but guidance and advice would usually be available within the time required to make a choice.

KEY COMPETENCIES

Specialist skills and knowledge

- Understanding of Corporate and Departmental goals and policies.
- Demonstrated knowledge and experience of collection development and maintenance in a public library setting.
- Awareness of the trends in library and information services and the ability to apply or modify these to satisfy local community requirements.
- Knowledge of the role of Technical Services provision in a public library.
- Extensive experience using Library Management Systems.
- Experience in database and metadata management.
- Experience in working with Excel.
- Knowledge and experience of collating and presenting data.

Management skills

- Time management skills; ability to plan and prioritise and achieve objectives within an allocated timeframe
- Support for the achievement of team objectives before individual goals
- Ability to train and offer guidance to other staff

Interpersonal skills

- Sound, friendly, helpful and efficient oral and written communication skills
- Ability to gain the co-operation of others
- Ability to develop and maintain good working relationships with service providers
- Strong commitment to the provision of quality customer focused services.

QUALIFICATIONS AND EXPERIENCE

Prerequisites:

- Current Working with Children Check
- Satisfactory National Police check at commencement and at regular intervals throughout employment with the Corporation. An unsatisfactory assessment may result in an offer of employment being withdrawn.

Essential:

- Degree in librarianship / Information Management, conferring eligibility for Associate membership of the Australian Library and Information Association (ALIA)
- Collection development and maintenance experience in a public library setting.

Preferred

- Valid Victorian driver's licence
- Experience in delivery of Technical Services provision.

HOURS OF DUTY

Engaged on the basis of a 38 hours per week pay scale

REMUNERATION

In the range Band 5A – 5D

SELECTION CRITERIA

- Relevant qualifications, skills and experience
- Demonstrated experience in collection development, promotion and maintenance in a public library setting
- Sound knowledge of the function of Technical Services in a public library setting
- Extensive experience using Library Management Systems
- Ability to apply existing knowledge and experience to learning new systems and processes
- Strong commitment to quality and customer service
- Sound oral, written and administration skills.

INHERENT REQUIREMENTS OF THE POSITION

The position includes a significant component of public floor desk duties. Substantial manual handling is an inherent physical requirement of working in this role.

Task	Performed Often (5+ times in one shift or sustained for 30 minutes)	Performed Sometimes (Less than 5 times in one shift)	Never / Rarely Performed
Passive			
Keyboard duties	✓		
Reading tasks	✓		
Writing tasks	✓		
Telephone duties (incoming and outgoing calls)	✓		
Sitting (extended periods)	✓		
Walking / Standing (brief periods)	✓		
Walking / Standing (extended periods)	✓		
Climbing stairs		✓	
Driving a car		✓	
Manual Handling			
Lifting / carrying < 20kg		✓	
Lifting / carrying > 20kg			✓
Pushing / Pulling trolleys	✓		
Bending, squatting or reaching	✓		
Repetitive arm / wrist movements	✓		
Bending or twisting spine	✓		
Looking up/down	✓		
Reaching forwards or sideways	✓		
Gripping or grabbing	✓		
Sensory			
Fine Hand Coordination		✓	
Hearing – hold direct conversation	✓		
Hearing – telephone	✓		
Visual – read materials and signage	✓		

Emotional			
Exposure to challenging conversations and behaviours		✓	
Dealing with grief and loss		✓	
Communicating with elderly patrons	✓		
Communicating with Non-English speaking patrons	✓		
Providing empathy and support	✓		

Note: This table is not an exhaustive of all the job factors, however forms a basic capability guide to the activities required to undertake the role.

GENERAL EMPLOYMENT CONDITIONS

1. General Conditions

- WMRLC employees are required to observe all Corporation policies, codes of conduct and follow work instructions and relevant regulations.
- Employees are expected to manage Corporation records in accordance with the relevant policies and procedures.
- Working conditions are governed by the WMRLC Enterprise Agreement.

2. OH&S and Risk Management

All staff are expected to:

- Follow established safe operating practices, procedures and instructions;
- Take reasonable care for their own OHS and that of their colleagues;
- Seek assistance when unsure of practices and procedures to perform a task;
- Report all hazards, incidents, injuries, near misses and potential risks as soon as practicable to their supervisor;
- Actively participate and contribute to preventative OHS strategies, audits, team meetings and training.

Staff in a supervisory role must ensure that safe work practices are observed and issue instructions in relation to or cease unsafe work practices in the workplace.

3. Equal Opportunity, Human Rights and Bullying

The Corporation is committed to the principles of Equal Opportunity and Human Rights and believes that all employees should be able to work in an environment free of discrimination and harassment. Staff are encouraged to support each other in creating and maintaining an environment that is free of harassment.

All employees of the Corporation have a responsibility to treat each other fairly and with respect and act in accordance with the Occupational Health and Safety, Equal Opportunity and Bullying in the Workplace policies. As an employer, the Corporation will not defend or support discriminatory actions of staff that are unlawful.

4. Code of Conduct

All staff are required to observe the standards of conduct and behaviour outlined in the Code of Conduct. A breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

5. Privacy

The Corporation is committed to complying with the Victorian Privacy and Data Protection Act 2014. The Corporation recognises the importance of the privacy of personal information collected by the Library Service and is committed to ensuring that personal information is appropriately stored and managed. All employees are required to follow the Corporations Information Privacy Policy at all times.

6. Child Safety Commitment

The Corporation is committed to the safety and well-being of all children and young people participating in our programs and visiting our libraries. All employees are expected to adhere to the Corporation's Child Safe Policy, acknowledging their right to be treated with respect and protected from harm.

ACKNOWLEDGEMENT

I _____ have read and understood the position description and agree to perform in the position of Collections and Technical Services Support Librarian as per the requirements of the position description.

(Employee signature)

Date

(Coordinator Collections and Technical Services)

Date