POSITION DESCRIPTION

TITLE: Library Services Officer (Early Childhood Services)
POSITION NUMBER: 6.54
CLASSIFICATION: Band 4
UNIT: Community Services
ENQUIRIES: Library Services Coordinator

APPROVED BY (Manager's Signature):

AUTHORISED BY (CODM's Signature):

EMPLOYEE'S NAME:

EMPLOYEE'S SIGNATURE:

DATE : / /

Our Aim

Mansfield Shire Council aims to work with our community to continue to build a Shire that is recognised for its balanced social, economic and environmental development that acknowledges the diverse needs and values of our communities.

Our Values

As employees of Mansfield Shire Council, we recognise that our values are essential in contributing to a healthy organisation. We can only be successful as an organisation by working together and by living the same values.

In supporting our Values, as employees we know we have the authority and right to challenge each other when behaviours are not consistent with our values. These values are:

- Trust & Honesty - we respect confidentiality, lead by example, be accountable for our actions, feel comfortable to go direct, treat everyone equitably and fairly
- Respect – challenge inappropriate behavior, treat people how you want to be treated, show consideration and regard for others, display empathy and value colleagues time
- Cooperation – listen and be receptive to each other’s ideas, be open and responsive to change, be solution focused, support each other and don’t dwell on the past
- Communication – Be open, honest and direct, celebrate success and innovation, provide and be willing to receive honest feedback

Award

Mansfield Shire Council is an equal opportunity employer and operates under the Mansfield Shire Council Enterprise Agreement 2019.
1. POSITION OBJECTIVES

This role, as part of the Community Development Team, is responsible for contributing to the provision of a friendly and welcoming, efficient and effective library and information service to meet the library needs of the Mansfield Shire community. This role has a particular focus on the delivery of early childhood programs, activities and collections.

2. KEY RESPONSIBILITY AREAS

2.1 Organisational Accountabilities:

- Ensure that the Mansfield Shire Council Code of Conduct and all policies and procedures are adhered to.
- Ensure Occupational Health & Safety (OH&S) and Human Resource Management procedures and practices are adhered to in line with organisational requirements including contractor risk management and OH&S accountabilities.
- Understand the principles of risk management and their application to all Council activities.
- Provide quality customer service by providing accurate information on Council products and services, communicate with customers in a friendly and courteous manner, effectively manage their enquiries and complaints and deliver timely punctual and reliable service.
- Providing assistance with Municipal Emergency Services as required.
- Ensure that full and accurate records of activities and decisions are created and captured and observe records management procedures in accordance with Council policy.

2.2 Cultural and Community Accountabilities:

- Develop and maintain a culture in which staff anticipate and deliver services in a responsive and customer focused manner.

2.3 Departmental Accountabilities:

- Commitment to and implementation of the Council Plan and Annual Business Plan of Council.
- Work co-operatively and ensure positive communication and relationships with all staff across all portfolio areas as required.
- Contribute to team meetings.
- Understand and apply the Best Value principles and practices as relevant to the team’s operations.
- Contribute to the improvement of the team through innovation and personal initiatives.

2.4 Technical Accountabilities:

- Support the Library Services Coordinator in the day-to-day operations of the Mansfield Library.
- Organise and deliver early childhood literacy programs and lead the management of the early childhood collection.
- Lead the creation of an attractive, educational and dynamic children’s space at the Library.
• Perform circulation desk routines accurately and efficiently and provide a prompt and friendly customer service for all library users.
• Assist in the conduct of activities for all other target client groups within the resources available, ensuring the programs are relevant to their special needs.
• Provide quality information and readers’ advisory services to all patrons.
• Assist in managing the collection and maintaining the Library in good order (shelving, shelf reading and reporting equipment faults).
• Prepare displays and publicity materials to promote events and activities at the Library.
• Assist library users with the internet, PC troubleshooting, electronic resources and equipment.
• Provide guidance and training for other library officers and volunteers.
• Assist the Mansfield Library Coordinator to plan and implement branch goals and objectives.
• Support the Mansfield Library Coordinator as necessary to liaise with the Regional Hub regarding relevant matters including collection management and library specific policies and procedures.
• Perform general administrative functions in relation to the position and team functionality.
• Perform other duties as directed in accordance with the responsibility and skill level of the position.

3. ORGANISATIONAL RELATIONSHIP

Reports to: Library Services Co-ordinator
Supervises / Manages: Volunteers
Internal Liaisons: All other staff
External Liaisons: Community members
               Community groups, local organisations and businesses
               Local media
               Educational institutions
               Regional Hub

ORGANISATIONAL CONTEXT

The Mansfield Shire Council organisational structure has been developed with the following departments reporting directly to the CEO:

• Development Services
• Corporate and Organisational Development
• Community Services
• Finance
• Infrastructure

This structure has been designed to ensure a clear focus on the delivery of best value services and to utilise the skills and experience of staff in the most effective manner.

5. ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position operates under specific guidelines and is expected to exercise discretion within standard practices and processes undertaking and implementing quality control measures.
May provide leadership and on the job training to other employees in areas under their
direction.

6. **JUDGEMENT AND DECISION MAKING**

Activities are governed by established organisational policies and procedures and within
agreed service standards.

Direction is covered by clear objectives, targets and objectives. Freedom to act outside of
established guidelines is subject to specific delegations and close supervision. Guidance is
always available within the time available to make a choice.

7. **SPECIALIST KNOWLEDGE AND SKILLS**

**Knowledge of:**
- Council plan.
- Units Business Plan.
- Long term goals of the unit.
- Knowledge of children’s literature, language and literacy development

**Skills and Competencies:**
- Experience with Library Management Systems
- Records management skills.
- General computer skills including the ability to use office equipment including
  photocopiers and printers
- Customer service skills.

8. **MANAGEMENT SKILLS**

- Skills in managing time, setting priorities, planning and organising one’s own work for the
  benefit of the Library Services team.
- Basic knowledge of, and ability to implement personnel practices including equal opportunity
  and health and safety, training and development.

9. **INTER-PERSONAL SKILLS**

- Good written communication skills
- Excellent oral communication skills.
- Enthusiasm and flexibility.
- Ability to discuss and resolve minor problems.
- Ability to gain co-operation and assistance from members of the public and other employees
  in the performance of well defined activities.
- Commitment to quality customer service.

10. **QUALIFICATIONS AND EXPERIENCE**

**Experience:**
- Some experience in similar positions is desirable.
Qualifications:
- Current Victorian drivers licence.
- VCE or equivalent
- Certificate III in Library and Information studies or equivalent in other relevant discipline.
- Working with Children Check.

11. KEY SELECTION CRITERIA

- High level customer service skills together with well-developed interpersonal and communication skills.
- Well-developed computing skills and ability to pick up new systems quickly.
- Demonstrated initiative and innovative thinking.
- Demonstrated time management, priority setting and organisational skills with the ability to establish partnerships and networks and plan, organise and deliver activities to clients and community groups
- Ability to work independently and as part of a team to meet organizational strategic outcomes.
- Relevant experience in a public library environment together with knowledge of collection management processes.
- Knowledge of children’s literature, language and literacy development together with experience in delivering early childhood literacy programs
- Evidence of appropriate qualifications for the position.