

## POSITION DESCRIPTION

<b>POSITION:</b>	<b>Collection &amp; Technologies Access Support Officer</b>
<b>SECTION:</b>	Collection & Technologies Access
<b>LOCATION:</b>	Administration – 30 Brougham Street
<b>AWARD CLASSIFICATION:</b>	Band 5
<b>POSITION DURATION:</b>	Permanent Full-time
<b>HOURS OF DUTY:</b>	38 hours per week
<b>CONDITIONS OF EMPLOYMENT:</b>	Geelong Regional Library Corporation (GRLC) Enterprise Agreement (2013) and its successors
<b>OCCUPANT:</b>	Vacant
<b>APPROVED BY:</b>	Tineke Barry
<b>DATE:</b>	3 December 2014

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### **Our Vision**

A strong vibrant connected community:

- Enriched by reading
- Empowered by learning
- Inspired by information and ideas

### **Our Mission**

We will create opportunities for our community to read, learn and connect with each other and the world:

- By delivering innovative and exemplary library services
- By facilitating equitable access to information and technology
- Through our library staff's knowledge, expertise and encouragement.

### **Our Goals**

The Geelong Regional Library Corporation strives to enrich, empower, enlighten and inspire the community we serve – providing library services, programs, collections, spaces and experiences that create opportunities for our community to read, learn and connect with each other and the world.

**Goal One: Learning to read, reading to live**

**Goal Two: Becoming part of everyday life**

**Goal Three: Transforming the way we work**

**Goal Four: Bridging the past and the future**



**Values and Service Principles:**

- Intellectual freedom
- Equity and access
- Community focus and engagement
- Innovation
- Collaboration
- Workforce support and development
- Integrity and service excellence
- Good governance

**ORGANISATIONAL CONTEXT**

Established in 1997, Geelong Regional Library Corporation (GRLC) is a cooperative venture with four municipalities: Borough of Queenscliff, City of Greater Geelong, Golden Plains Shire and Surf Coast Shire. Total population served is just over 260,000, through an extensive network of 16 branch libraries, 2 mobile libraries, a community library service and virtual library services. The Corporation is governed by a Board comprising Councillors from each of the member Councils.

The Regional Library Support Centre delivers services on a regional basis via the branch, mobile and virtual network of libraries including specialist skills & knowledge, technical services and administrative support.

Libraries are becoming less about quiet reading and contemplation and more about lifelong learning, community strengthening and social interaction. Bright and welcoming spaces, access to technology, quality print and online collections, literary events and programs all make a vibrant contribution to the creative knowledge economy.

Our population is both growing and changing. Our region is one of the fastest growing in the country and reflects the national trends in birth rates, an ageing demographic and continued migration. These trends provide us with a rich tapestry of library users: young people who are 'born digital', seniors who are increasingly active and engaged in the broader world and a culturally diverse migrant community.

The next five years will see us lead in the development of technology-enabled service delivery both within our physical library spaces and online. Increasingly technology will be seamlessly integrated into people's lives and the library's collection and programs will reach our users anywhere any time. We will also herald a new era in the Geelong region with the opening of the Geelong Library and Heritage Centre. Located in the Cultural Precinct this iconic landmark will contribute significantly to place-making and urban socio-cultural regeneration. It will be the central library for our extensive regional network of libraries, a community and cultural space for local residents, a centre for discovery of information about Geelong and a major destination for visitors from both within and outside the region.

The Library Plan 2013-2017



## **ORGANISATIONAL RESPONSIBILITIES**

To contribute to the achievement of our Vision and Mission through the actions identified in the Library Plan

To contribute to a creative and productive Collections Access Team and GRLC

To work according to the Library's values and service principles through individual and team actions

To take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions in our workplace

## **ORGANISATIONAL RELATIONSHIPS**

**Reports to:** Manager, ICT Operations

**Directly supervises:** N/A

**Internal Liaisons:** Library Staff  
Collection Services Team  
Technologies Teams

**External Liaisons:** Library Customers  
External suppliers, contractors and service providers  
Staff from other public libraries

## **POSITION OBJECTIVES**

Manage and maintain an orderly and functional Library Management System database.

Create and provide statistical and operational reports from the Library Management System and other sources.

Assist in the reporting of Information Services activity.

Support the objectives of the GRLC as identified in the Library Plan and in accordance with approved plans, policies, procedures and guidelines.

Assist in the efficient delivery of Collection project outcomes for the Geelong Regional Library Corporation.

Positively contribute and participate as a member of the Collection and Technologies Access Team.

## **KEY RESPONSIBILITIES**

### **1. Maintain Library Management system database**

Monitor and maintain the bibliographic (including authority file maintenance) and membership databases implementing processes to remedy anomalies found.

Under the direction of Manager, ICT Operations run necessary database housekeeping and maintenance operations in a timely manner.

Monitor and produce daily customer holds and overdue notices.

Monitor daily LMS end of day reports.

### **2. Statistical and Operational Reporting**

Under the direction of Manager ICT Operations

- Produce monthly regional circulation and activities reports within required timelines
- Extract and manipulate data to produce accurate statistics and reports as required in requested format
- Make recommendations for process improvement
- Create ad hoc reports as requested.

Under the direction of Manager Collections and Information Services

- Produce scheduled Collections Management reports
- Provide ad-hoc collections reporting as needed.

### **3. Cataloguing and Processing**

Assist in cataloguing projects relating to the new libraries under the direction of Manager, ICT Operations and Manager, Collections and Information Services as required.

Assist in analysing collection data.

Under the direction of the Manager Collections and Information Services provide input into the resolution of issues relating to GLHC Collections and other new libraries including Digital Repository Management.

Provide specialist cataloguing advice.

### **4. Reporting**

Provide verbal and written reports as required from time to time.

### **5. People and Teams**

Contribute to the successful operation of the Collection and Technologies Access Team by assisting colleagues and senior staff in meeting stated goals and objectives.



## **6. Organisational Responsibilities**

Maintain excellent customer relations.

Complete all tasks within designated timeframes.

Ensure a high level of accuracy.

Ensure awareness and adherence to the Corporation's agreements, objectives, policies, procedures and operating guidelines.

Attend appropriate training and meetings as required.

Contribute to the successful operation of the library service by assisting colleagues to support and meet the organisational objectives, goals and strategies of Corporate Plans.

Effectively implement product development and management strategies and practices.

Adhere to Occupational Health and Safety Policies including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.

Practice and promote EEO principles by treating fellow staff fairly and equitably and without discrimination and harassment.

Promote a positive image of the Library to the community through professional standards of personal presentation and through the provision of services/advice in a courteous manner.

### **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

Accountable for the efficient delivery of the key responsibilities outlined in this position description and has the autonomy to carry out these responsibilities.

Responsible for adherence to organisational policies, procedures, standards and objectives

Responsible for the adherence to the Corporation's Privacy policy and any associated legislation.

Responsible for adhering to the Library's Occupational Health and Safety Policy including assuming responsibility for proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.

Practice and promote the Library's EEO principles by treating fellow staff fairly and equitably and without discrimination and harassment.

Extent of authority governed by Library Policy.

## **JUDGEMENT AND DECISION MAKING**

Duties are carried out within a defined range of objectives, procedures and guidelines.

Selection of appropriate techniques may be required from the range available.

Problem solving using guidelines, professional/technical knowledge or experience.

Occasional complex or technical problems with new situations requiring some creativity and originality.

Timely guidance and advice are usually available.

## **SPECIALIST SKILLS AND KNOWLEDGE**

Well-developed knowledge, understanding and practical application of cataloguing and processing standards, rules and methods including digital records management.

Proficient in the administration and management of automated Library Management Systems (LMS) for desired outcomes.

Proficient in the use of computer technology skills including Microsoft Office applications with advanced Excel skills.

Ability to analyse and troubleshoot low level equipment and software malfunctions.

Ability to extract and analyse data sets.

Awareness of current trends and issues in public libraries.

Ability to lift and carry light loads.

## **MANAGEMENT SKILLS**

Efficient and effective planning and use of own time.

Ability to prioritise duties to meet organisational objectives.

Ability to manage change.

Ability to understand organisational context.

Ability to assist other employees by providing on the job training relating to areas of responsibility.

## **INTERPERSONAL SKILLS**

Oral skills to gain the understanding and cooperation of library customers and library suppliers and communicate with colleagues in disseminating information, exchanging views and resolving problems.



Written skills to communicate with library staff and library suppliers relating to the position.

Ability, flexibility and motivation to work as a team member.

## **QUALIFICATIONS AND EXPERIENCE**

Qualification which confers eligibility for Personal Membership - Professional of the Australian Library and Information Association.

Experience working in a library environment, preferably in a public library.

Experience in the delivery of collection services.

Experience in the extraction and analysis of data.

Current Victorian Drivers Licence.

## **KEY SELECTION CRITERIA**

Qualification which confers eligibility for Personal Membership - Professional of the Australian Library and Information Association.

Experience working in a library environment, preferably in a public library.

High level skills and experience in data extraction, analysis and presentation.

High level skills in library cataloguing and classification using AACR2 and RDA, MARC tags, DDC, and Subject headings.

Skills in the classification and cataloguing of digital records and managing digital repositories.

Demonstrated proficiency in the use of information technology and software including LMS, Microsoft Office Suite and the Internet.

Current Victorian Drivers Licence.

## **TERMS AND CONDITIONS**

The Collection and Technologies Access Support Officer is classified as Band 5 within the Geelong Regional Library Corporation Enterprise Agreement 2013 and the salary is currently \$60,134 to \$69,153 per annum plus superannuation.

Vision Super scheme is the default fund determined in the Enterprise Agreement. Annual, sick and long service leave accruals apply pursuant to the Enterprise Agreement.

A six month probationary period applies.

Appointment to this position is subject to the successful applicant being able to provide or willing to undergo a Police check.



## **SPECIAL CHARACTERISTICS**

In line with operational requirements, work may be rostered at any service location within the Corporation and a component of evening and weekend may be required as part of the normal rostered hours of duty of this position.

Manual handling is an intrinsic physical requirement of this role. This includes:

- standing for significant periods of time
- continuous activity that involves movements such as lifting, bending, carrying and pushing.