

## POSITION DESCRIPTION

|                                  |   |
|----------------------------------|---|
| <b>POSITION:</b>                 | Relief Mobile Library Driver (Casual)   |
| <b>LOCATION:</b>                 | As required   |
| <b>AWARD CLASSIFICATION:</b>     | Band 4  |
| <b>POSITION DURATION:</b>        | Casual  |
| <b>HOURS OF DUTY:</b>            | As required, subject to roster(s), no minimum hours                                 |
| <b>CONDITIONS OF EMPLOYMENT:</b> | Geelong Regional Library Corporation Enterprise Agreement (2010) and its successors |
| <b>OCCUPANT:</b>                 | Vacant  |
| <b>APPROVED BY:</b>              | Executive Manager Corporate Services  |
| <b>DATE:</b>                     | 18 October 2013   |

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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 Queenscliffe, 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.



## **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 Library and Learning Services 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**

|                             |   |
|-----------------------------|---|
| <b>Reports to:</b>          | <b>Regional Manager Northern</b>  |
| <b>Directly supervises:</b> | Not applicable  |
| <b>Internal Liaisons:</b>   | All staff   |
| <b>External Liaisons:</b>   | Library users<br>Member Council staff<br>Guests and visitors to the libraries |

## **POSITION OBJECTIVES**

Provide high quality community focused mobile library & information services and programs

Work with specialist staff in meeting the reading and information needs of the library community

Fulfil the objectives of the Regional Library Service in accordance with the Library Plan, policies, procedures and guidelines

### **1. Mobile Services**

Assist in the delivery of library services within member councils by operating mobile libraries as required. Some routes require an overnight stay

Assist and advise members to access information and materials

Refer customers to specialist staff when necessary

Assist with the shelving, display and promotion of library material and the withdrawal of library materials prior to deselection

Under the direction of the Regional Library Manager assist in the provision of other duties which may include but are not limited to community programs, administrative duties and outreach services

Ensure collections and the vehicle are presented and maintained in an attractive, orderly, safe and secure manner promoting usage



Notify maintenance staff and the Regional Library Manager in relation to mechanical/physical maintenance of the vehicle

Ensure the vehicle is in a safe and functional condition

Ensure all tasks are completed within designated timeframes

## **2. People and Teams**

Assist colleagues and senior staff to support and meet the organisational objectives, goals and strategies of corporate plans

Perform duties to ensure an efficient workflow and service to customers

Attend and participate in staff meetings and training as required

Maintain a cohesive working relationship with Member Council staff

## **3. Information Technology**

Assist Library staff with the promotion of electronic databases and virtual library services to all members of the community

Notify the Regional Library Manager of any information technology issues and problems at the Mobile Library

## **4. Collections**

Under the guidance of the Regional Library Manager maintain collections in accordance with the Collection Development Policy and established procedures

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

Delivery and operation of the Mobile Library service according to set timetable

Work performed is within Library guidelines and under general supervision

Deliver a positive customer service experience

Follow organisational policies, procedures, standards and objectives

Accountable for ensuring the Service is available at advertised times and locations

Responsible for the safety and security of the vehicle and contents

Responsible for the safe and accurate handling of monies, including the accuracy of receipting and reconciling income

### ***JUDGEMENT AND DECISION MAKING***

Responsible for the direct delivery of a Mobile Library service

Ability to understand and work within Library guidelines, policies and procedures

Objectives of the position are well defined but independent decision-making skills are required in the provision of routine services and vehicle problem resolution

Guidance and advice is always available from the Regional Library Manager on matters other than routine operational issues

### ***SPECIALIST SKILLS AND KNOWLEDGE***

Proven ability to work with diverse members of the community

Demonstrated aptitude for using and learning information technology and software including Microsoft Office suite, web based systems and Library Management Systems

Ability to resolve low level computer based malfunctions

Ability to assist in the delivery of activities for all community members

Sound general knowledge and interest in books and reading

Ability to lift and carry light loads

### ***MANAGEMENT SKILLS***

Effective planning and managing of own work

Ability to understand the organisational context

Ability to work unsupervised

### ***INTERPERSONAL SKILLS***

Communicate consistent and accurate information to staff, customers and visitors whether in person, in writing or by telephone

Ability to work with a diverse range of people in helping them to meet their individual library needs

Actively contribute to building and maintaining the library team, inviting trust and cooperation from fellow team members

### ***QUALIFICATIONS AND EXPERIENCE***

Current Victorian Heavy Combination (HC) Licence mandatory

Experience in driving an articulated vehicle

Previous customer service experience

Victorian Certificate of Education or equivalent

Working with Children Check / Police Check

First Aid qualification or willingness to obtain

### ***KEY SELECTION CRITERIA***

Current Victorian Heavy Combination (HC) Licence

Experience in driving an articulated vehicle

Victorian Certificate of Education or equivalent

Demonstrated skills and ability to provide outstanding customer service to a diverse community

Appreciation and enjoyment of reading



Ability to communicate consistent and accurate information to staff, customers and visitors whether in person, in writing or by telephone

Demonstrated ability to contribute to building and maintaining the library team, inviting trust and cooperation from fellow team members

Ability to assist in the delivery of activities for all community members

Demonstrated aptitude for using and learning information technology and software including Microsoft Office suite, web based systems and Library Management Systems

Current Victorian Driving Licence

Police and Working with Children Checks

### ***TERMS AND CONDITIONS***

The Casual Relief Mobile Library Officer position is classified as a Band 4 within the Geelong Regional Library Corporation Enterprise Agreement 2010 and the current salary is \$27.55 per hour plus 25% casual loading. A daily allowance is paid when driving the mobile library as part of the shift.

Membership of Vision Super scheme is automatic as determined in the Enterprise Agreement.

The Enterprise Agreement 2010 provides for a spread of hours between Monday to Friday and Saturday mornings until 12 noon. Hours worked on Saturday afternoon and Sunday will attract penalty rates.

A six month probationary period applies.

Appointment to this position is subject to the successful applicant being able to provide or willing to undergo Police and Working with Children checks.

### ***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 will be required as part of the normal rostered hours of duty of this position.

Physical work and manual handling is an intrinsic requirement of this role. This includes:

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