

TITLE:	Relief Librarian
DIRECTORATE:	Community Support
DEPARTMENT:	Library Services
LOCATION:	This position works across all locations as required.
CLASSIFICATION:	Band 5
EMPLOYMENT STATUS:	Casual
POSITION CODE:	

PRIMARY OBJECTIVE AND POSITION CONTEXT

This position contributes towards:

- the provision of an effective and efficient library and information service to meet the recreational, cultural, information and education needs of the people of Boroondara in accordance with values, policies and budget accepted by Council.
- the highest possible standard of frontline customer service and professional advice to the Boroondara community.

REPORTING RELATIONSHIPS

Reports to:	Coordinator Library Operations & Customer Service Library Operations & Customer Service Leads Library Operations Lead Rostered Senior
Direct reports:	<u>when rostered Senior</u> Librarians Library Technicians Library Officers Relief Library Staff
Internal liaisons:	Library Services staff
External liaisons:	General public Local community groups
Budgetary responsibilities:	Nil.

WORKING WITH CITY OF BOROONDARA

Our Vision is to be a vibrant and inclusive city, meeting the needs and aspirations of its community. We work together to deliver community priorities and place our customers at the centre of everything we do (Purpose).

Our values and behaviours guide the way we work and lead.

How we work

- Think Customer experience
- Act with integrity
- Work together as one
- Explore better ways
- Treat people with respect
- Own it, follow through

How we lead

- Lead by personal example
- Build trust
- Create shared direction
- Inspire possibility
- Empower others

To achieve our strategic goals we need a workforce full of energetic, customer focused and forward thinking people.

KEY RESPONSIBILITIES/OUTCOMES

Key Role	Details	What success looks like
Customer service	<ul style="list-style-type: none"> • Provide the highest possible standard of frontline and customer service support in person, by telephone and in writing to the Boroondara community. • Provide effective, professional readers advising, reference and information services. • Take every opportunity to promote the Library’s services, collections (print and digital) and events. • Be available for rostered shifts across all City of Boroondara libraries, including event, evening, Saturday and Sunday work, and school holidays. • Frequency of shifts is dependent upon gaps within rosters. Notification of shifts will range from on a given day up to 4 weeks in advance. 	<p><i>Delivering and maintaining high customer satisfaction</i></p>
Library operations	<ul style="list-style-type: none"> • Oversee customer service and operational activities of staff when on the library floor. • Follow standard procedures for core library operations in areas such as opening and closing, cash handling, customer service, security and health and well-being. • Ensure that library spaces, the customer service desk. Community noticeboards and office are well presented at all times. • Provide feedback and suggestions to the Library Operations Leads • Perform duties as required, e.g. shelving, perfect ordering, library tidying, mending, processing. 	<p><i>Welcoming and inviting library spaces</i></p> <p><i>High levels of accuracy.</i></p> <p><i>Library resources can be readily located.</i></p>

	<ul style="list-style-type: none"> • Responsible for money handling, e.g. counting cash, banking and banking reports. • Attend library staff meetings as required 	
Collections	<ul style="list-style-type: none"> • Ensure library resources are well displayed in the merchandising units set for new and popular items. • Ensure that collections in library are tidy and in perfect order. • Be aware of the condition of collection items and where necessary, identify items for withdrawal/repair. • Assist with the transfer of stock from/to other library service points to meet customer demands. 	<p><i>Library resources are well displayed</i></p> <p><i>Participation in collection management</i></p>
Staff	<ul style="list-style-type: none"> • Manage rostered desk shifts and shelving routines, when rostered as Day Senior • Participate in general staff training sessions • Actively participate in and perform duties required by various library teams as requested • Maintain and develop professional awareness through the reading of Boroondara Library Service communication material 	<p><i>Knowledgeable and well informed staff</i></p>

SELECTION CRITERIA

Tertiary qualification which confers eligibility for professional membership of the Australian Library and Information Association and practical work experience.

Library experience, preferably in a public library will be well considered.

Skilled in delivering high quality customer service.

Well developed and positive interpersonal skills with ability to communicate effectively with both staff and public, including the capacity to deal with conflict.

Ability to train staff and members of the public in the use of information tools and technology.

Ability to supervise, organise and direct other staff in a customer service and operational setting

Effective written and verbal communication skills including writing for the web and social media, and public speaking

High level computing skills including the use of desktop and tablet computers, Microsoft Office and web technology.

Proven versatility and flexibility to manage time and plan work according to demand.

Familiarity with and/or knowledge of relevant other language(s) and culture(s) and an awareness of the diversity of the community is desirable

HSW AND RISK MANAGEMENT

- Follow established safe working practices, procedures and instructions.
- Take reasonable care for their own HSW 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 HSW strategies, audits, team meetings and training.

EMPLOYMENT REQUIREMENTS

To work with the City of Boroondara you may need to provide a current National Police Records Check and, to support a child safe organisation a current Employee Working with Children Check.

All employees must adhere to Occupational Health and Safety, Equal Opportunity, Child Safety, Council service charter and other relevant legislative requirements, our policies and procedures and our Codes of Conduct.

All staff are responsible for making and keeping complete full and accurate records in the Corporate System Objective that adequately document Council business activities and support any decisions made. This further extends to making information available to other staff through Objective improving the overall service provided by Council.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is accountable for the development, within the bounds of the Council Plan, the Boroondara Community Plan, Boroondara value statements and the Library Services Plan, of community learning and development initiatives that accord with community needs and contemporary library practice. The position is:

- accountable for the key responsibilities outlined in the position description and has the authority to carry out these responsibilities;
- authorised to supervise rostered desk shifts and shelving routines;
- authorised to issue receipts for monies received in the course of normal duties;
- authorised to enforce the Amenity Local Law with respect to the library;
- authorised to author and sign letters on behalf of Council within the areas of position responsibility; and
- authorised to open and close library buildings

JUDGEMENT AND DECISION MAKING

- The objectives of this position are usually well-defined with clearly documented procedures.
- The position may involve the solving of problems and some creativity and originality is required
- Guidance and advice are usually available in a timely fashion.
- The incumbent has responsibility for staff supervision when in an operations and customer service environment.

SPECIALIST SKILLS AND KNOWLEDGE

- An understanding of the function of the position within its organisational context including relevant procedures and policies relating to the Library Service and appreciation of the goals of the wider organisation.
- Ability to comprehend, interpret and implement procedures as part of routine library operations.
- Ability to effectively train staff and members of the public in the use of information tools and technology
- An understanding of the technology, procedures and processes used within public libraries and the ability to apply this knowledge.
- High level computing skills including the use of desktop and tablet computers, Microsoft Office, web tools and social media.

MANAGEMENT SKILLS

- Versatility and flexibility to manage time and plan work according to demand within a team environment and rostered timetable.
- Ability to supervise, organise and direct other staff.
- Accuracy in work and ability to attend to detail.
- Participate in process improvement across Library Services through process mapping and continuous improvement reviews in relation to creative work.
- Understanding of relevant policies, behaviours and values of Council and the Library Service.
- Ability to represent Council in a positive and professional manner.

INTERPERSONAL SKILLS

- Well developed and positive interpersonal skills with ability to communicate effectively with staff, public and community groups, including the capacity to deal with conflict.
- Effective written and verbal communication skills.
- Ability to gain cooperation and assistance from staff and the public, and in the supervision of other employees
- Ability to represent Council as a positive advocate for Council's services.
- Familiarity with and/or knowledge of relevant other language(s) and culture(s) and an awareness of the diversity of the community is desirable.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualification conferring eligibility for professional membership of the Australian Library and Information Association.
- Library experience, preferably in a public library will be well considered.
- Experience in frontline customer service.
- Ability to lift, push and carry library stock around buildings (subject to appropriate Health, Safety and Wellbeing regulations).
- Current driver's license is advantageous.