

<b>POSITION:</b>	<b>Customer Experience Relief Librarian</b>
<b>CLASSIFICATION:</b>	<b>Band 5</b>
<b>REVIEW DATE:</b>	<b>April 2021</b>

## Casey Cardinia Libraries

Casey Cardinia Libraries (CCL) is one of Victoria's largest public library services. We are funded principally by City of Casey, Cardinia Shire and the State Government. We support a rapidly growing and diverse community of more than 440,000 people.

Our libraries are located at Cranbourne, Doveton, Emerald, Endeavour Hills, Hampton Park, Narre Warren and Pakenham. The Cardinia Mobile Library provides a weekly service to Beaconsfield, Bunyip, Cockatoo, Garfield, Gembrook, Koo Wee Rup, Lang Lang, Maryknoll, Nar Nar Goon, Tynong and Upper Beaconsfield.

## Our Vision

Inspiring spaces where everyone is free to discover possibilities.

## Our Values and Guiding Behaviours

### Creativity

- Thinking of new ways to do things is crucial to our success
- We challenge the status quo, if we believe a better way is possible
- We cultivate creativity in others

### Fairness

- We treat people fairly and recognise them as individuals
- We do not let our personal feelings bias our decisions about others
- We actively support social inclusion and connection
- We are accountable for our behaviour

### Teamwork

- When we all contribute, we excel
- We look out for each other
- We play to each other's strengths
- We work with our community

### Love of Learning

- We love learning about new things.
- We believe there is always an opportunity to learn
- We learn from each other

### Social Intelligence

- We are mindful of people's feelings
- We know what to do to put others at ease
- We are kind, compassionate and look for the best in each other

### Humour

- Our humour enables us to express how we feel.
- We like to laugh, bringing smiles to other people
- We use humour to build connections and create a positive experience for everyone

## Our Approach

- We put people first
- Pay it forward
- Follow up and reciprocate good deeds
- Help each other grow
- Share our stories and learn from each other
- Share ideas freely
- Quick little steps
- Give new things a go
- Momentum not perfection
- Encourage each other to take calculated risks
- Build confidence and resilience by working to our strengths
- Encourage authentic and courageous conversations
- Embrace the opportunity to learn when, things don't go as planned
- Acknowledge our partners
- Celebrate success

## Position Objectives

### Operational

- Deliver innovative and customer focused service consistent with CCL vision, values and objectives (CCL Strategic Plan)
- Actively engage and interact with the community in the library, online and outside the four walls
- Provision of support and assistance to all library users

### Strategic

- Contribute to the development of innovative and customer focused library service, building capacity in our communities
- Contribute to development and achievement of CCL strategic goals and plan
- Contribute to the continuous improvement and development of CCL by participating in activities and service development such as: library and learning staff forums, training programs, team meetings as required and meetings with your specific Team Leader
- Nurture and develop partnerships with other organisations including schools, community organisations and other local government services

## Key Responsibilities and Duties

### 1. Leadership

- Oversee the day-to-day operations of the branch as Senior On Duty
- Excellent communication skills, providing effective lines of communication with staff
- Provide positive guidance to build a cohesive, customer focused team and leadership
- Proactively promote the library and provide guidance to team members in this area
- Provide staff training as required
- Provide support to the Branch Managers and act in their stead when they are absent

### 2. Customer Experience

- Develop and maintain a culture of friendly, approachable customer focused service
- Ensure library is welcoming with a high presentation standard
- Explain policies and procedures to patrons as required
- Other duties as required

### 3. Community Engagement

- Develop, deliver and evaluate community programs that support CCL strategic goals
- Develop and maintain partnerships with internal and external organisations
- Promote information literacy and library services

### 4. Information Services

- Advise and assist library members to find materials and/or information
- Have a good knowledge of CCL's collection and online resources and an awareness of Libraries Victoria resources
- Assist patrons to become self-sufficient in the use of catalogues, electronic services, and other information resources
- Assist with regional information requests
- Contribute to CCL's online presences – photos, stories, suggestions and more

### 5. Digital Literacy

- Competency in the use of a range of information technology and software tools in the provision of library services
- Willingness to embrace emerging technologies
- Maintain personal competency levels via regular use, training and coaching of staff

- Active training and support to other staff
- Knowledge of current and popular social media and online publishing platforms

## 6. Collection

- Undertake collection management in line with CCL Collection Management policies
- Display and promote collection
- Plan and deliver digital literacy classes relating to library collections and promoting e-resources

### Selection Criteria

- Library qualifications conferring eligibility for professional membership of the Australian Library & Information Association
- OR
- Lesser formal qualifications with relevant work skills & experience commensurate with the requirements of the work required
  - High level customer service skills
  - Well-developed interpersonal and communication skills with the ability to communicate with all ages, across all levels of the community
  - Ability to work independently and as part of a team to meet organisational strategic outcomes
  - Knowledge of collection management processes
  - Excellent information technology and problem solving skills with a range of information technology and software tools
  - Demonstrated ability to lead and motivate staff within a team environment
  - Time management, organisational and planning ability
  - Driver's licence essential

### Organisational Relationships

Reports to: Branch Managers and Team Leaders

Internal liaisons: Departmental Managers and all staff

External liaisons: Library members, members of the community, schools, community groups and training providers

### Accountability and Extent of Authority

- Authority to operate within established policies and procedures
- To ensure patrons observe the conditions of use of the library
- For efficient operation of the branch when Senior on Duty or when the Branch Manager is absent
- Responsible for the quality and timely provision of customer service

### Judgment and Decision Making

- Select stock for purchase, reallocation or withdrawal in line with Collection Management Strategy
- Decide on appropriate response to difficult patrons and emergency situations
- Decide on priorities for staff tasks and in circulation matters
- Act in accordance with established policies and procedures

### Specialist Skills and Knowledge

- Familiarity of the resources available in CCL collections
- Experience with Library Management Systems
- Knowledge of CCL policies and procedures
- Understanding of the goals of the Casey Cardinia Libraries
- Knowledge of safe work practices for circulation work and branch operations
- Experience working with computers, photocopiers, information technology and social media
- Ability to run programs for all ages
- Ability to source information across varied platforms

## Managerial Skills

- Manage own time, set priorities, plan and organise work
- Ability to train and supervise other staff in the execution of established procedures and oversee small project teams
- Ability to implement personnel practices including those related to equal opportunity, occupational health and safety and training and development

## Interpersonal Skills

- Excellent communication skills with all patrons and staff
- Ability to handle dissatisfied patrons in a friendly manner and deescalate high risk situations
- Approachability and awareness of patrons' needs
- Ability to write reports and prepare correspondence in respect of key responsibilities
- Ability to have a flexible approach to work and changing priorities

## Qualifications and Experience

- Degree or diploma course in library & information management with some relevant work experience, preferably in a public library  
OR
- Lesser formal qualifications with relevant work skills & experience commensurate with the requirements of the work required

## Conditions of Employment

Conditions of employment are as per the Casey Cardinia Library Enterprise Agreement, Corporation policies and procedures and the letter of offer.

- **Employment Status** – Prior to commencement of duties the successful applicant must provide proof of permission to work in Australia
- **Health Declaration** – the preferred applicant will be required to complete a Health Declaration form as part of the conditions of employment
- **Hours** – include rostered day, evenings and weekend shifts and are based on the full time 35 hour a week employment model
- **Multiskilling** – The employee may be directed to carry out any duties within the limit of his/her skills, competence and training, provided that such duties do not promote a narrowing of their skill base
- **Qualifying Period** – As per the Fair Work Act 2009 and Regulations – 6 months
- **Recreation Leave** – Annual leave must be taken at times that are mutually agreeable to both employee and employer, within twelve months of it falling due
- **Risk Management** – Employees are responsible for taking all reasonable steps to ensure they are aware of the inherent risks associated with their work and for taking appropriate action to minimise or eliminate such risks
- **Sick Leave** – A medical certificate may be required for any absence and must be provided for sick leave exceeding three working days or absence on the working day before or after a rostered day off (if applicable), annual leave, LSL or public holiday
- **Smoking** – Smoking is prohibited within all Corporation buildings and in Corporation vehicles
- **Working with Children Check** – mandatory (Child Safe Standards 2017)

## Inherent Physical Requirements

It is important that an employee understands the physical requirements involved in carrying out the duties of the positions.

Requirements	Frequency		
Passive	Possible	Occasionally	Regularly

Ability to stand for extended periods for the purpose of using a computer			✓
Ability to sit for extended periods for the purpose of using a computer, travelling to various locations and attending a range of meetings		✓	
Ability to read computer screens and fine print on documents for the purposes of researching various policy options			✓
Ability to communicate clearly both verbally and written			✓
<b>Manual Handling</b>			
Repetitive arm movements and manual dexterity for undertaking computer work and handling documents and files			✓
Issue and return of library materials using scanners and docket printers			✓
Lifting of stock and library materials onto and off shelving			✓
Pushing book trolleys			✓
Lifting and moving of boxes and files on a regular basis			✓
<b>Agility</b>			
Bending and stretching, including knee bending			✓

*Note: This template does not represent an exhaustive account of all job factors however it forms a basis to guide staff and medical professionals as to the activities for which a personal capability must be sustained.*

All staff are reminded that they should follow Health and Safety regulations and the Casey Cardinia Libraries Health and Safety Manual Handling Policy when performing their duties.

**Staff Member:**

**Signature:**

**Date:**

**Authorised:** Melissa Martin (General Manager Organisational Development)

**Date:** February 2020