

Band 5 - Customer Service Librarian - Position Description

Position Title	Customer Service Librarian (CSL)
Status	As per letter of appointment
Hours per week	As per letter of appointment based on conditions pro rata 35 hours
Classification	Band 5 Level A-D
Salary Range	Salary Range: As per Schedule of Rates + Superannuation Guarantee
Date	November 2024

The Position

The Customer Service – Librarian (CSL) is responsible for:

- a) Delivering customer focussed services consistent with YLL's vision, mission and values.
- b) Providing excellent information and reference services to the community.
- c) Developing, promoting and delivering a vibrant program of public events.
- d) Overseeing the management and maintenance of the branch collection.
- e) Assisting the Manager in overseeing all branch operations.

The CSL will understand, and be able to implement, personnel practices including those related to equal employment opportunity and occupational health and safety.

Organisational Relationships

The CSL directly reports to the Branch Manager.

Other relationships include (but not limited to):

Internal	External
<ul style="list-style-type: none"> • Chief Executive • Corporate Managers (CMT) • Manager Branch Services • Your Library employees 	<ul style="list-style-type: none"> • Knox, Maroondah and Yarra Ranges Councils, Councillors and staff • Local communities and groups (including businesses) of the three member Councils — both users and non-users of library services • Educational institutions & regional organisations



Responsibilities

Customer Service

- a) Take responsibility and show personal initiative in providing excellent customer service.
- b) Assist customers in the efficient use of library management system and other technologies.
- c) Actively promote literature, reading and literacy, ensuring a positive approach to literacy throughout the community.

Management Support Duties

- a) Support the Manager with the effective functioning of the branch.
- b) In consultation with the Manager, make decisions on matters regarding the routine day-to-day function of the branch.

In the absence of the Manager

- a) Be responsible for the operation and security of the branch.
- b) Be responsible for, and when necessary adjust, branch daily roster to reflect days' work needs.
- c) Ensure that all facility maintenance issues are dealt with in a timely and consistent manner within established guidelines.
- d) Take responsibility for any emergency situations.

As the nominated Officer-in-Charge of a shift

- a) Supervise, organise and direct other staff.
- b) Be responsible for the workflow of all service points, ensuring OH&S standards and work practices are maintained.
- c) Deal with customer complaints and difficulties according to library procedures.

Research, Information and Recreational Requests

- a) Actively seek opportunities to assist customers in locating and obtaining information.
- b) Deliver excellent reader's advisory service.
- c) Identify, recommend and promote library materials that appeal to the customer.
- d) Provide instruction, both formally and informally, that enhances the information literacy skills of community members.
- e) Maintain an awareness of current professional development.

Community Outreach Support

- a) Participate in programs that grow library membership and usage in accordance with the Library Plan.
- b) Promote awareness of, and interest in, the library through community networks and partnership opportunities.
- c) Work with other agencies and bodies, such as museums and educational services, to develop services and initiatives in the community.



Collections and Technology

- a) In consultation with the Manager Collections, ensure that the branch collections reflect current community needs
- b) Utilize the library management system, and other collections technologies, to enable relevant, well-maintained collections.
- c) Continually review the collections for discards, repairs, replacements and subject deficiencies.
- d) Maintain an awareness of current and emerging technologies.

Branch Duties - General

- a) Ensure that the community receives a positive customer service experience at the library.
- b) Perform a range of rostered library operations that support customers in a self- service environment based on high level knowledge of library products and services.
- c) Supervise behaviour of library users to maintain a safe and enjoyable library environment for all.
- d) Ensure staff / workroom/ customer service areas are neat and tidy and are conducive to a welcoming environment for both staff and customers.

Authority and Accountability

The position is accountable to the Branch Manager for:

- a) Delivery of reference advice to the community.
- b) Organisation of a program of public events.
- c) Management and maintenance of the collection.
- d) Assisting with branch management and organisation.
- e) When on duty as the Officer-in-Charge, enforcing library policies, supervising staff, and performing all day-to-day maintenance and routines.

Judgement and Problem Solving

The objectives of work are well defined but the particular method must be selected from a range of available material alternatives. Problems and situations are often complex or technical in nature and may not have been encountered previously. Guidance and counsel may be available within the time to make a choice.

Specialist Skills and Knowledge

The Librarian will have:

- The ability to synthesize information from a variety of resources and evaluate results for quality and accuracy.
- The ability to tailor resources to meet customer needs.
- The ability to perform effective search queries, using multiple resources and search strategies.
- Experience in and knowledge of current and developing technologies which can be used to enhance both information and program delivery.
- A broad knowledge of the library's collection and a wide range of materials of interest to library users.



Management Skills

The Librarian will have:

- Skills in managing time, setting priorities, planning and organising own work.
- The ability to solve disputes and or problems that may arise within the team.
- A comprehensive understanding of the basic principles and considerations of OH&S.

Interpersonal Skills

The Librarian must have:

- The ability to communicate effectively with library customers and handle dissatisfied customers in a friendly manner.
- The ability to de-escalate high risk situations.
- The ability to maintain open channels of communication within the branch team.
- The capacity to respond in a co-operative, patient and courteous manner to all situations which arise within the work environment.

Qualifications and Experience

- a) University degree and / or postgraduate diploma in librarianship, which confers eligibility for professional membership of the Australian Library and Information Association; or a recognised degree or post graduate diploma in another relevant field; or relevant industry experience.
- b) Demonstrated customer service experience

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. The physical requirements (amongst others) are listed below.

Physical Requirements of Position

Daily work will mainly be performed in an office setting, with exposure to those conditions normally expected to be encountered in an indoor environment. The work environment may include uneven surfaces and stairs.

Specific requirements of the role include:

- Moderate to strenuous physical demands, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices.
- Ability to lift and carry light loads.
- Be able to:
 - See and hear in the normal range, with or without correction.
 - Communicate well, both verbally and in written form.
- Stamina to work long hours, if assigned.



Employment Conditions

All employment conditions are in accordance with Your Library Ltd Enterprise Agreement and the accompanying policies, procedures and guidelines.

Compliance

- A current Working with Children Check or a willingness to obtain one
- A current Driver's Licence
- COVID-19 vaccination; in accordance with Your Library's requirements, all employees, volunteers, and work placement students are required to demonstrate evidence of COVID-19 vaccination status.

Probationary Period

An initial six (6) month Probationary Period will apply to the position. While YLL will make every effort to achieve a successful outcome to the Probationary Period through constant feedback, YLL reserves its rights not to appoint the employee to this role.

The Probationary Period may be extended for a further period of six (6) months if, in the opinion of YLL this is required, before considering the permanent appointment of the employee to the role.

