

Randwick City Council



Position Description and Person Specification

Name of Occupant:

Position: Library Officer Local Studies

Position Number:

Award Placement: Grade 11

Date Last Amended: February 2016

Department: CITY SERVICES

Section: Library Services

Unit: Resource Management

Position Title of Supervisor: Local Studies Librarian

Positions Reporting to this Position:	Direct	Indirect:
	Nil	Nil

Signature of Occupant

Date

Signature of Supervisor

Date

1. Purpose of Position

- 1.1 To provide an expert information and research service for enquiries relating to the Randwick City area.
- 1.2 To facilitate access to Local Studies information through the comprehensive indexing of local newspapers, the cataloguing of new resources, and the regular interrogation of online resources for relevant content.
- 1.3 To promote Local Studies resources through exhibitions, displays and outreach activities.
- 1.4 To provide effective library and customer services at all library service points.
- 1.5 To project and promote the image of the Council as being efficient, courteous and customer focussed.

2. Organisational Relationships

- 2.1 **Position Title(s) of Supervisor(s):**
Local Studies Librarian
- 2.2 **Position Title(s) that also report to Supervisor:**
Nil
- 2.3 **Title(s) of Positions that report to this Position:**
Nil

3. Budget Management

- 3.1 **Expenditure:**
\$NIL
- 3.2 **Revenue:**
\$NIL
- 3.3 **Value of Contracts Managed:**
\$NIL

4. Challenges / Problem Solving

- 4.1 Developing a working knowledge of the range of resources that comprises the Local Studies collection
- 4.2 Ensuring that all tasks are undertaken in a timely manner, and relevant deadlines are met.
- 4.3 Ensuring that the performance indicators for the position are met.

5. Decision Making

- 5.1 Decisions in consultation with relevant staff, relating to the effective delivery of customer service from library service points.

6. Communication

- 6.1 Within Department: Library Coordinators and library staff
- 6.2 Within Council: Other council departments as required
- 6.3 Outside Council: Library customers, Randwick and District Historical Society, other relevant heritage organisations, key government agencies, local studies and general staff at other libraries.

7. Specific Accountabilities

7.1 Accountabilities:

- 7.1.1 Provide specialist local history research assistance.
- 7.1.2 Undertake indexing and cataloguing of local studies material, including local newspapers, photographs, archive resources, maps, online resources etc.
- 7.1.3 Undertake preparation and presentation of exhibitions, displays, outreach activities, and workshops as directed.
- 7.1.4 Assist with the research and development of historical content for the Randwick City Council Website.
- 7.1.5 Assist in the acquisition of relevant historical and contemporary materials, including the photographing of significant contemporary events, buildings, people and places for addition to the photograph database.
- 7.1.6 In conjunction with the Local Studies Librarian establish and maintain collaborative relationships with key community stakeholders that reflect and celebrate the heritage of Randwick City.
- 7.1.7 Work as a member of a one-team model for the delivery of services at all library service points to ensure seamless service delivery that contributes to the strategic direction of RCLIS. Additionally, demonstrate a willingness to work across sections within the Library & Community Services Division
- 7.1.8 Work with library staff to achieve the outcomes of the section Operational Plan through active involvement in cross-team projects.
- 7.1.9 In collaboration with your supervisor, develop an annual work plan that reflects the overall goals of the section Operational Plan and that provides clear guidance and achievable outcomes.

- 7.1.10 Contribute to improved customer service and organisational effectiveness by acting ethically, honestly and with fairness and in accordance with Randwick City Council policies and procedures.
- 7.1.11 Ensure EEO, WH&S, the principles for a culturally diverse society and Council policies are complied with at all times.
- 7.1.12 As required, represent senior staff in their absence and take the opportunity to act in a higher position should the opportunity present itself.
- 7.1.13 Other duties commensurate with the skill level of the position.

7.2 Performance Measures:

- 7.2.1 Allocated duties and task carried-out within agreed timeframe according to individual work plans.
- 7.2.2 Measurable outcomes from contribution to cross-team projects identified in Randwick City Library Operational Plans.
- 7.2.3 Library items loaned and returned in accordance with policies and work methods.
- 7.2.4 Customer feedback and complaints about library services.

8. Work Health and Safety

8.1 Accountabilities:

- 8.1.1 Undertakes and applies all safe work method statements in workplace.
- 8.1.2 Participates in safety training as required and implements all practices as directed.
- 8.1.3 Reports all accidents, incidents and hazards to immediate supervisor or WH&S Officers.

8.2 Performance Measures:

- 8.2.1 Safe Work method statements are followed.
- 8.2.2 All customer complaints or concerns are satisfied or passed on to relevant staff member.
- 8.2.3 All accidents, incidents and hazards are reported to immediate supervisor in a timely manner.

9. Financial Management Accountabilities

9.1 Accountabilities:

9.1.1 Undertakes financial responsibilities in accordance with Council's policies and procedures

9.1.2 Ensures that they are aware of appropriate security issues relating to cash handling and EFTPOS in a public environment.

9.2 Performance Measures:

9.2.1 Council's policies and procedures followed.

9.2.2 Refers any issues to shift supervisor re cash handling and EFTPOS procedures to ensure best and safest practice.

10. Corporate Accountabilities

10.1 Accountabilities:

10.1.1 Understands and supports Council's directions and acts in a manner consistent with the ICARE values.

10.1.2 Has sound understanding of customers and delivers services to standards set by Council.

10.1.3 Actively contributes to the achievement of operational plans and other Library specific plans and policies.

10.2 Performance Measures:

10.2.1 Performance agreement targets for the position are achieved.

10.2.2 Customers of the team and the department receive a high level of service.

11. Knowledge, Skills and Experience

Essential Criteria:

11.1 Library Technician or equivalent qualifications and relevant experience working within a public library environment.

11.2 Demonstrated ability to undertake comprehensive and complex research tasks.

11.3 General understanding of conservation, preservation and digitisation principles in the context of the local studies collection.

11.4 Demonstrated ability and willingness to work as part of a team and to be an effective team member.

11.5 Strong interest in working with the public and community heritage stakeholders.

11.6 Comprehensive understanding of local government processes, services and

documents.

- 11.7 Proven ability to work to deadlines and respond to issues that may impact on customer service at library service points.
- 11.8 Well developed oral and written communication and interpersonal skills.
- 11.9 Strong commitment and understanding of the philosophy of a quality customer focussed service and willingness to develop good customer service skills.
- 11.10 Demonstrated commitment to EEO, WH&S and the principles for a culturally diverse society.

Desirable Skills and Abilities:

- 11.11 Experience in using the SIRSI Dynix Library Management System.
- 11.12 Knowledge of the Randwick City area
- 11.13 An interest in local history and the heritage of Randwick City.
- 11.14 Class C motor vehicle licence
- 11.15 Formal qualifications in local or applied history