

POSITION DESCRIPTION

Local Studies Officer (POS2336)

Directorate:	Community & Culture	Department:	Library and Museum Services
Position Grade:	10	Reports to:	Team Leader Local Studies
Last review:	July 2019	Next review:	July 2021
		Version No.:	1.0

Position purpose:

To support the Team Leader Local Studies and the Local Studies team to deliver customer-focussed Local studies activities to meet the needs of the Liverpool community.

Key accountabilities/responsibilities:

Responsibilities include:

- 1) Implementing and supporting the development of the Library's vision, mission and plans; deliver quality and customer focused Local Studies services.
- 2) Assist the Team Leader Local Studies to develop local studies services in line with consultation outcomes and documented standards approved by Library Management and within budget allocation.
- 3) Support physical and digital access to local studies material through cataloguing and processing as outlined in the Library's Local Studies Services policy.
- 4) Assist research enquiries on Local Studies subjects, according to the standards outlined in Local Studies Services Policy.
- 5) Assist in the development, and delivery of local studies education programs and resources.
- 6) Promoting continuous improvement, developing partnerships with stakeholders and supporting local studies services, promoting a better understanding of local studies to target groups.
- 7) Support the Library Local Studies team to develop and deliver quality services to internal and external customers through participation in regular staff meetings and work reviews; annual work plans and support communications.
- 8) Maintain records and statistics; to assist evaluate the community's use of Local Studies Services on an ongoing basis and make recommendations to Library management as appropriate.
- 9) Support the Team Leader Local Studies in the development and delivery of training and communications to library staff concerning Local Studies policies and procedures.
- 10) Performing other duties as required from time to time including provision of direct customer support as required across the library network including night shift and weekend work.
- 11) Implement Council's WHS policy. Lead and support staff in addressing WHS issues in line with the policy.
- 12) Apply knowledge of equity, EEO, cultural diversity principles and ethical practices when dealing with staff and customers.

Decisions made in the position:

- 1) Day to day administrative policies within the Library Local Studies team
- 2) General customer service decisions.

Decisions referred:

- 1) Local Studies policy and Budget priorities
- 2) Collection access Policy and Procedure decisions.
- 3) Communication and Training programs and priorities.
- 4) Matters requiring escalation.

Key issues/challenges:

- 1) Supporting specialist staff in the provision Local Studies services.
- 2) Effective team participation, co-ordination and liaison with specialist library staff in the provision of quality Local Studies services.
- 3) Engaging staff and customers to identify needs so as to provide relevant resources and collections, including online resources and services.
- 4) Integration and co-ordination across library branches
- 5) Maintenance of library Local Studies systems
- 6) Development of innovative physical and digital Local Studies solutions
- 7) Provision of quality customer services, training and communications
- 8) Ensuring that day-to-day duties are completed on a timely basis and that arranged deadlines are met.
- 9) Supporting the development, and updating of library policies and procedures.
- 10) Utilising resources within budget allocations and identifying potential cost savings through improving work processes and practices.

Key working relationships:

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| <ul style="list-style-type: none"> • Coordinator Support & Information Services | <ul style="list-style-type: none"> • Council information and research staff |
| <ul style="list-style-type: none"> • Manager Library & Museum Services | <ul style="list-style-type: none"> • Library staff • Community |
- Team Leader Local Studies

POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA**Qualifications/Licences**

- Completion of, or progress towards, a diploma-level course, or equivalent, conferring eligibility for library technician membership of the Australian Library and Information Association.
- Class C Drivers Licence

Experience

- Previous experience working in a public library and/or customer service environment
- Training staff and customers in research skills and collection access.
- Proven ability to assist with research and information inquiries.
- Experience in physical and digital collection access and organisation
- Contributing to strategic planning and development of business plans

Knowledge and Skills

- Good written, verbal and interpersonal communication skills; Good customer service skills.
- Knowledge of professional standards and practices relating to specialist collection and research services.
- Problem solving, time management and decision-making skills.
- Knowledge of library management systems, digital technology and corporate systems. Specialised knowledge in reference techniques and in accessing specialised information in a variety of media.
- Team skills, including staff support and development skills
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multicultural diversity

DESIRABLE CRITERIA**Qualifications/Licences/Experience/Knowledge and Skills**

- Good understanding of public library environments including the roles development and trends of public libraries
- Resource digitization and cataloguing of digital resources.

Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous