

Position Description Form

Position Title: Library Officer	
Department: Student Experience	
Position Reports to: Library Customer Service Team leader	
Direct Reports: NIL	
Position Description Issue Date:	June 2019
Location: You are employed to work at Melbourne Polytechnic, a multi-campus institution. Accordingly you agree to work at any location where Melbourne Polytechnic conducts its business at the direction of the Manager responsible for your area.	

About Melbourne Polytechnic

Melbourne Polytechnic offers the perfect combination of higher education and vocational learning, delivered by teachers with real-world experience and expertise. Through a network of six metropolitan campuses and a regional campus in Ararat, Melbourne Polytechnic offers a range of degrees, certificates and diplomas across the whole higher education and vocational training spectrum.

Position Purpose

- To deliver contemporary, value-added, dynamic and engaging library and customer service experiences to staff and students at Melbourne Polytechnic as well as potential students.
- Act as an ambassador of the Melbourne Polytechnic brand and products.

Key Responsibilities

- Deliver excellence in customer service and library digital support to staff and students.
- Meet service requirements by undertaking desk duties as rostered across the span of library opening hours which may include evening shifts and weekends.
- Support staff and students to seek, access and interpret information and information resources.
- Participate in Library project teams aimed at improving services to students and staff.
- Digital literacy assistance to students (support with accessing e-resources, process requests and provide basic technology help).
- Manage time effectively and efficiently prioritize workloads.
- Embrace an environment of continual professional development, improvement and learning.
- Demonstrate competence on broad issues of copyright, and knowledge of the responsible use of resources in an academic setting.
- Demonstrate adaptability and resourcefulness in a changing environment.
- Contribute to collection management processes and activities.
- Strategically assess and formulate suggestions regarding the acquisition, retention, and suitability of library resources.

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Key Relationships

Internal

Melbourne Polytechnic staff

External

Current and potential students

Key Performance Indicators (KPI)

To be developed with the Department Manager

Key Selection Criteria

Essential

1. Relevant library qualification recognised by the Australian Library and Information Association (ALIA) OR progress towards library qualifications and relevant experience in an academic, public or educational library setting.
2. Achievement in the provision of quality customer service to ensure positive customer interactions with a diverse range of clients with varying needs.
3. Demonstrated ability to work as a positive team member in a customer focused environment, including working collaboratively to support and encourage others and proven time management and organisational skills.
4. High level verbal and written communication skills including the ability to confidently promote and market library services to clients with varying needs.
5. Demonstrated ability to engage and adapt to a changing work environment, including resilience, flexibility and innovation.
6. Digital skills including a proactive approach to learning new skills and the ability to share knowledge and troubleshoot.
7. Demonstrated knowledge of and commitment to Occupational Health and Safety, Anti-Discrimination, Quality Assurance and Continuous Improvement.
8. Working with Children check.

Behavioral Competencies

At Melbourne Polytechnic all staff will behave in accordance with our Values of:

- Authenticity

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- Shared Commitment
- Future Focus
- Operational Excellence
- Courage
- Ownership

Safety Issues Significant to the Position

Manual handling and extensive use of keyboard operation and visual display unit, as it relates to an office environment.

Health and Safety

All employees are responsible for:

- Compliance with the Institute policy, safety systems and applicable health and safety legislation and regulations
- Reporting any and all conditions or unsafe practices that may affect the health of employees or others to management promptly
- Recommending improvements to health and safety practices
- Adopting safe work practices that comply with health and safety requirements and must not wilfully place at risk the health and safety of any other person in the workplace
- Assisting in timely completion of any corrective action in accordance with reporting/investigation procedures
- Participating in relevant health and safety induction, training and other relevant activities
- Using and maintaining all safety equipment provided

Sign Off

Employee's Name

Department Manager's Name

Employee's Signature

Department Manager's Signature

Date: / /

Date: / /