



Position Description

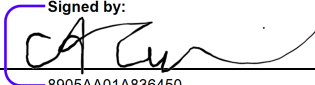
Library Acquisitions and Cataloguing Officer

Title: LIBRARY ACQUISITIONS AND CATALOGUING OFFICER

Award: Swan Hill Rural City Council Enterprise Agreement 2024

Classification: Municipal Employee – Within Band 4
PERMANENT PART TIME

I have read and understood the requirements set out in this Position Description.

| | | |
|------------------|---|---|
| Occupant: | NAME OF OCCUPANT | Date |
| Approved: | <div><div>Signed by:</div><div></div><div>8905AA01A836450...</div></div> <div>CAMILLE CULLINAN LIBRARIES MANAGER</div> | <div>04 August 2025</div> <div>Date</div> |
| | <div>BRUCE MYERS DIRECTOR OF COMMUNITY & CULTURAL SERVICES</div> | <div>Date</div> |

| HR Only | Records Only |
|---------------------------|---------------------|
| Date PD register updated: | Document ID Number: |
| Signature: | File Number: |

DISCLAIMER: This position description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

Accountability Statement

This position is accountable for the purchasing of collection items for several branches of the library service and ensuring the collections are regularly updated with new materials which are relevant to library users.

Position Objectives

To ensure the collections of the branch libraries and library outreach vehicle are maintained as current and relevant collections for their communities through the selection, ordering, cataloguing and preparation of new items.

To provide high quality customer service to library customers and library staff.

To contribute to the success of Swan Hill Regional Library Service through active teamwork and effective performance of the responsibilities and duties of the position.

Key Responsibility Areas

Collection acquisition

- Liaise with branch library staff to ensure relevant items are purchased for each branch's collection.
- Monitor purchasing profiles and liaise with library suppliers to ensure the profiles remain relevant for each branch.
- Select and order items for inclusion in branch libraries and Outreach Library collections.
- Monitor expenditure on collection items and ensure expenditure stays within allocated budgets.
- Check receipt of orders against delivery dockets and invoices.
- Add data to new items as per the library's procedures to prepare items for cataloguing.
- Ensure correct allocation of items to branches.
- Catalogue library materials as per Libraries Victoria procedures and library service guidelines.
- Maintenance of library catalogue records.
- Processing of new items as required.
- Order magazine subscriptions for all branches and liaise with branch staff to ensure each branch has a magazine collection relevant to their community.
- Cataloguing and processing of new magazines.

Customer Service

- Deliver consistently high quality customer service.
- Rostered desk shifts.
- Lending and returning of library materials.
- Assist customers with information requests.

- Answer customer enquiries received in person, by phone and online.
- Assist and support customers to use the library's technology and equipment available for public use.
- Register new library members.

General tasks

- Assist with daily housekeeping duties including shelving of library materials, library presentation and hold alerts.
- Repair of library items as required.
- Other daily tasks as rostered.
- General duties as directed within the responsibility and skills level of this position.

Risk Management

- Identify, communicate and respond to known, new and emerging risks in line with Council's risk appetite and policies.
- Contribute to the process of developing risk profiles for their business unit.
- Adhere to Council's Risk Management Policy, Framework and procedures.
- Participate in Council's business continuity management program to ensure business disruption is managed appropriately.

Occupational Health and Safety

- Comply with all Occupational Health and Safety procedures and requirements with reasonable care in relation to personal health and safety and the health and safety of other staff.
- Understand and observe Council's Risk Management Policy and related Procedures and undertake the requirements of the position.
- Immediately report any hazards, incidents and accidents to relevant supervisor and take appropriate action.

Child Safe Standards

- Commit and adhere to Council's zero tolerance of child abuse, its principles of being a child safe organisation and its reporting requirements for child safety.
- Adhere to the Victorian Child Safe Standards and related legislation, including Failure to Disclose, Failure to Protect and Grooming offences.
- Maintain updated knowledge in relation to the safety and wellbeing of children and young people, including relevant legislation, the Victorian Child Safe Standards, Reportable Conduct Scheme including any new information that comes to light.

Accountability and Extent of Authority

- Exercise loyalty, good judgement and discretion in all dealings and maintain confidentiality.
- The occupant of this position acts under the general guidelines of the supervisor and within Council policy and procedures.
- This position works within established standards and procedures to achieve the stated objectives. Guidance and advice is always available from the Supervisor.
- Ensure all work activities are undertaken in a safe and effective manner based on accepted industry practices.

Judgement and Decision Making

- Communicates regularly with the supervisor to ensure adherence and progress to allocated responsibilities
- Under general supervision and within established guidelines, personal judgement may be applied to work situations to carry out those duties and responsibilities as specified in this position description.
- Required to assess counter and telephone enquiries and either provide information/advice or refer matters to other officers.
- Guidance and advice is available when and if required. Decisions are always subject to review.
- Judgment is required in the application of administration procedures and in the need for confidentiality when dealing with issues.
- The incumbent is expected to demonstrate ability to solve non-complex problems and manage information in a customer service environment.

Specialist Skills and Knowledge

- Ability to provide quality customer service in a library setting.
- Ability to be flexible and resourceful in the delivery of the program.
- Proficiency in standard procedures, practices and regulations.
- Understanding of relevant policies, procedures and objectives.
- Computer literacy and keyboard skills and accuracy in data entry.
- Library training and some previous library experience is desirable.
- Knowledge of library cataloguing and systems.

Management Skills

- This position requires time management skills and the ability to plan and organise one's own work to meet deadlines.
- Ability and commitment to work in a team environment
- Ability to use own initiative and judgement
- Mature approach to dealing with a varied workload
- Possess tactful and courteous attitude

Interpersonal Skills

- Excellent written and oral communication skills.
- Excellent customer service skills.
- Friendly personality and willingness to help the general public.
- Ability to gain co-operation and assistance from other Council Officers.
- Commitment to ongoing professional development and training.
- Ability to work effectively and efficiently in a high-pressure environment.
- Ability to work as part of a team or autonomously as required.
- Ability to maintain confidentiality in all matters relating to the running of the Program.

Qualifications and Experience

- Suitable library qualifications are an advantage.
- Relevant experience in libraries or customer service.

Organisational Relationships

Reports to: IT Development and Systems Officer

Internal Liaisons: Library staff
Staff at Murray River Council libraries
Finance Department
Procurement Department
Other Council staff

External Liaisons: Library suppliers
Members of the public

Performance Criteria

The performance of the Officer will be formally reviewed annually, and shall take into consideration performance against both key indicators and specific objectives set for the term of the review.

Key performance indicators

- Performance against key requirements of the position description
- Planning and organisational abilities
- Communication and team work within the Officer's work area, across the organisation and with library suppliers
- Technical and operational skills
- Customer service competencies

Key Selection Criteria

- Demonstrated commitment to customer service and ability to relate to a diverse range of people.
- Demonstrated computer literacy, including accurate data entry skills and ability to use a range of programs.
- Excellent interpersonal and communication skills, and an ability to develop rapport and work effectively with internal and external stakeholders.
- Understanding of library collections and catalogue records is desirable.