POSITION REQUIREMENTS

NAME:

POSITION: Officer Reading, Learning & Community (RLC)

CLASSIFICATION: Band 3

APPOINTMENT: Permanent Full Time

DEPARTMENT Library Experience and Engagement

DATE UPDATED: July 2026

ORGANISATIONAL VALUES

Our RISE values set the expectations for all interactions we have with each other and the community; they guide our decision making and influence our culture.

Respect. I promote connection and fairness. I treat others the way I would like to be treated. I build effective and productive relationships, communicate positively, and seek to understand the interests and perspectives of others.

Integrity. I act with honesty and trust. I do the right thing even when no-one is watching. I take responsibility for my actions, act with integrity, and am trusted to do what I say I am going to do.

Service. I am community focussed, accessibly, valued by customers and colleagues. I am committed to a high-quality service for our internal team members and external customers. I actively listen, seek to understand, anticipate, and respond to all customer requirements. I create an environment that is inviting to everyone and encourages interaction.

Empower. I am supportive, innovative, and inclusive of diversity and thought. I continuously learn, am agile and willing to consider change. I encourage collaborative communication and active participation, the sharing of ideas and empower others to contribute. I demonstrate adaptability and flexibility to find solutions to support our community and consider different perspectives to create process improvements leading to innovation.

POSITION OBJECTIVES

To provide a high standard of service to Yarra Plenty Regional Library customers in accordance with regional policies and procedures

KEY RESPONSIBILITY AREAS

Commitment to and provision of excellent service and programs through:

- Providing courteous and effective communication with all customers to provide an efficient and timely service based on good knowledge of library products and services
- Maintaining a high level of customer focus by responding to customer needs, assisting with promotional activities, functions and displays, providing basic reference information and participating in the provision of community engagement services to grow library membership and usage
- Performing a range of library operations that support customers in a self serve environment, including circulation and collection maintenance duties as directed.
- Actively contributing to a positive team environment by supporting the branch in achieving day to day operations, active participation in planning and staff meetings, attendance at training and through advocacy for branch and regional development
- Contributing to the role of the library as a place for reading, learning, and meeting

OTHER DUTIES:

The Officer RLC is able to assist the branch in delivering Storytimes as well as programs at YPRL's other library service points, including the Mobile Library, shopping centres and other community places.

Responsibilities and duties included in this Position Description are subject to the Multi-skilling provisions of the Yarra Plenty Regional Library Enterprise Agreement.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Branch Manager/Team Leader Operations
Internal contacts:	Branch staff LSS staff
External contacts:	Library customers

ORGANISATIONAL CONTEXT

Branch Libraries are the delivery point for library services and form important partnerships with local community groups, organisations, schools, and work with Member Councils to provide collections, programs and services to achieve the library's vision of informed, connected, inclusive communities.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The Officer RLC is accountable for providing courteous and accurate information to library users and to promote library services and programs to users. They are accountable for carrying out administrative and circulation tasks in a friendly and accurate manner.

JUDGEMENT AND DECISION MAKING

The Officer RLC provides services within the Library's policies and procedures; and legislative and industrial requirements under guidance of the Branch Manager/Team Leader.

SPECIALIST SKILLS AND KNOWLEDGE

The Officer RLC requires good general knowledge and a general understanding of the services and programs of a public library.

Promotion & Event Management
The Officer RLC will have a good understanding of events and promotion at branch level.

Merchandising & Displays
The Officer RLC requires an understanding of how to merchandise and display Branch collections.

MANAGEMENT SKILLS

The Officer RLC requires the ability to manage time and planning and to organise one's own work to achieve set and specific objectives in an efficient way and within the resources available and a set timetable.

INTERPERSONAL SKILLS

The Officer RLC requires the ability to interact and provide library services to all users of the library and to resolve minor problems.

QUALIFICATIONS AND EXPERIENCE

- VCE or equivalent desirable
- Exposure to a public library environment highly desirable

RISK MANAGEMENT

This position must:

Report identified hazards that may pose a risk to employees or the public. Inspections should take into consideration the risk for safety, security, vandalism, burglary/theft and fire/arson.

OCCUPATIONAL HEALTH & SAFETY AND EQUAL OPPORTUNITY RESPONSIBILITIES

All staff are required to:

Comply with all OH&S policies, procedures and requirements and take reasonable care to protect their own health and safety and the health and safety of others in the workplace. All staff are required to immediately report any incidents, hazards or near misses to the relevant supervisor and actively participate in hazard elimination where requires.

Comply with Equal opportunity policy, procedures and requirements and undertake work and activities in a manner that ensures the workplace is free from harassment, bullying behaviour and discrimination.

Comply with the staff Code of Conduct.

SELECTION CRITERIA

- Demonstrated customer focus attributes, including the ability to respond promptly and courteously to a diverse range of service needs in a courteous manner with a good knowledge of library services, products and collections
- Ability to encourage enthusiasm for reading through Readers Advisory services that demonstrate a good understanding of the process, combined with high level reading knowledge
- Demonstrated capacity to accurately shelve library collection and undertake appropriate collection maintenance
- Demonstrated knowledge & proficiency in computer skills, including basic Windows, Microsoft Office, internet, email and social media
- Ability to provide basic reference information to a culturally diverse public.
- Good communication skills
- Must have a reliable method of transport to attend work duties and meetings at other locations as required
- Provision of a satisfactory National Police Record Check and Employment Working with Children Check.

INHERENT REQUIREMENTS OF THE POSITION

The position includes a significant component of office desk and keyboard based duties.

Task	**Performed Often** (5+ times in one shift or sustained for 30 minutes)	**Performed Sometimes** (Less than 5 times in one shift)	**Never / Rarely Performed**
Passive			
Keyboard duties	✓		
Reading Task	✓		
Writing tasks	✓		
Telephone duties (incoming and outgoing calls)	✓		
Sitting (extended periods)	✓		
Walking / Standing (brief periods)	✓		
Walking / Standing (extended periods)	✓		
Climbing stairs			✓
Driving a car			✓
Manual Handling			
Lifting / carrying < 20kg	✓		
Lifting / carrying > 20kg			✓
Pushing / Pulling trolleys	✓		
Bending, squatting or reaching	✓		
Repetitive arm / wrist movements	✓		
Bending or twisting spine	✓		
Looking up/down	✓		
Reaching forwards or sideways	✓		
Gripping or grabbing	✓		
Sensory			
Fine Hand Coordination	✓		
Hearing – hold direct conversation	✓		
Hearing – telephone	✓		
Visual – read materials and signage	✓		
Emotional			
Exposure to challenging conversations and behaviours		✓	
Dealing with grief and loss			✓
Communicating with elderly patrons	✓		
Communicating with Non-English speaking persons		✓	
Providing empathy and support		✓	

Note: This table is not an exhaustive of all the job factors, however forms a basic capability guide to the activities required to undertake the role.

I have read the Position Description for **Officer – Reading, Learning & Community.** I understand and agree to all requirements within.

....

Signature Date