



POSITION:	Customer Experience, Collections and Administration Support Officer
CLASSIFICATION:	Band 4
REVIEW DATE:	April 2026

Connected Libraries

Connected Libraries (CL) is a large Not for Profit public library service in Southeast Victoria providing services to community in the City of Casey. We are funded by Casey Council and the State Government. We support a rapidly growing and diverse community of more than 400,000 people.

Our branch libraries are located at Cranbourne, Doveton, Endeavour Hills, Hampton Park, and Bunjil Place in Narre Warren. We also have a Library Lounges at Cranbourne West Community Hub and Clyde Township Family and Community Centre. Library Lockers are located at our library lounges and Manna Gum Family and Community Centre, and Orana Community Place.

Our Vision

Inspiring spaces where everyone is free to discover possibilities.

Our Values and Guiding Behaviours

Connection

- We create spaces where people feel that they belong
- We find ways to share our common humanity, interests and passions
- We strive to be fully present and intentional in our interactions with others

Creativity

- We love learning and trying new things
- We challenge the status quo if we believe a better way is possible
- We support different ideas and allow others to give things a go

Enrichment

- We look for ways to empower others to learn and participate
- We strive to provide experiences that enhance the quality of a person's day and life
- We provide opportunities for people to explore what is possible

Our Approach

- We put people first
- Pay it forward
- Follow up and reciprocate good deeds
- Help each other grow
- Share our stories and learn from each other
- Share ideas freely
- Quick little steps
- Give new things a go
- Momentum not perfection

Humour

- Humour helps us to connect with each other
- We like to laugh, bringing smiles to other people
- We use humour to break down barriers and create a positive experience for everyone

Kindness

- We are mindful of people's feelings
- We are kind and compassionate and look for the best in others
- We are accountable for our own behaviour and appreciate the differences in others

Teamwork

- When we all contribute we excel
- We play to each others strengths
- We can achieve our goals together

- Encourage each other to take calculated risks
- Build confidence and resilience by working to our strengths
- Encourage authentic and courageous conversations
- Embrace the opportunity to learn when, things don't go as planned
- Acknowledge our partners
- Celebrate success



Position Objectives

Operational

- Deliver innovative and customer focused service consistent with CL vision, values and objectives (CL Strategic Plan)
- Actively engage and interact with the community in the library, online and outside the four walls
- Provision of support and assistance to all library users
- Receipt and accessioning of new library materials
- Processing of invoices
- Processing of library materials following the agreed CL quality standards.

Strategic

- Contribute to the development of innovative and customer focused library service, building capacity in our communities
- Contribute to development and achievement of CL strategic goals and plan
- Contribute to the continuous improvement and development of CL by participating in activities and service development such as: library and learning staff forums, training programs, team meetings as required and meetings with your specific Team Leader.

Key Responsibilities and Duties

1. Customer Experience

- Develop and maintain a culture of friendly, approachable customer focused service
- Provide excellent friendly, approachable and efficient customer focused service
- Ensure library collection is welcoming with a high presentation standard
- Ability to join members and explain membership policies and procedures
- Have an excellent knowledge of CL's collection and online resources and LibsVic resources
- Provide and oversee effective Regional Support operations, operating within established policies and procedures.
- Assist with internal information requests
- Provide leadership and oversee effective branch operations as required, operating within established policies and procedures

2. Intra-Library Loans

- Process and dispatch of Libraries Victoria (LibsVic) and Intra-library loans items, in a timely manner
- Unpack, sort and dispatch incoming and outgoing items to/from LibsVic libraries
- Unpack, sort and dispatch incoming and outgoing items to CL libraries
- Sort and manage deliveries received at Loading dock

3. Receipt of Library materials and Accessioning

- Check items against invoices or delivery dockets after unpacking
- Accession item as required: application of labels and RFID tags
- Prioritise high-demand items

4. Data Input and Database Maintenance

- Upload MARC records onto LMS or add an on-order record to system
- Check catalogue and determine if titles are duplicates
- Verify name, titles, editions
- Retrieve catalogue records from Libraries Australia via Smart Port
- Upgrade fiction catalogue records to LibsVic Standards
- Add items not catalogued by suppliers
- Remove records and holds for cancelled items

5. Quality control

- Check items for quality of binding, blank pages, damage in delivery and any other defects.
- Check supplier processing adheres to CL specifications including covering, RFID tagging and spine labels



- Check supplier cataloguing adheres to CL and LibsVic standards
- Check supplier allocations meet branch requirements
- Follow up quality issues with suppliers
- Liaise and seek further advice from the Collections Support Team and Collections and Local History Manager

6. Invoicing

- Receive all Library Materials invoices into the Library Management System
- Allocate costs to appropriate internal and external accounts
- Process invoices

7. Collections Support

- Run overdue and related reports as directed
- Carry out other collections support duties as directed by the Collections and Local History Manager and/or General Manager Customer Experience
- Support Band 3 staff rostered to LibsVic to ensure smooth operations of intra-library loans (ILL)

8. Administration Support

- Perform administration support tasks as required, according to established procedures
- Receipt, prepare and dispatch of mail
- Weekly cash reconciliation (Regional)
- Support the Accounts Team
- Receive bulk orders of stationery items and dispatch to branches throughout the region
- Receive processing supplies and sort as required

9. Community Engagement

- Develop and maintain partnerships with internal and external organisations
- Actively promote information literacy and library services

10. Information Services

- Advise and assist library members to find materials/information within LibsVic or via intra-library loan (ILL)
- Have a good knowledge of CL's collection and online resources and an awareness of Libraries Victoria resources
- Assist members as required to use specialist equipment and electronic information resources
- Contribute to CL's online presences – photos, stories, suggestions and more

11. Digital Literacy

- Competency in the use of a range of information technology and software tools in the provision of library services
- Information technology troubleshooting skills
- Willingness to embrace emerging technologies
- Assist library users to become self-sufficient in the use of catalogues, electronic services, and other information resources
- Knowledge of current and popular social media and online publishing platforms

Selection Criteria

- Post-trade or other post-secondary qualification is required
- Knowledge and skills gained through on-the-job training commensurate with the requirements of the role
- Ability to effectively and efficiently provide quality customer service
- Relevant experience in Administration and stock workflows
- Well-developed interpersonal and communication skills with the ability to communicate with all ages across all areas of our community and ability to manage conflict
- Ability to work independently and as part of a team to meet organisational strategic outcomes
- Ability to review and adapt work practices with attention to detail
- Time management, organisational and planning and ability to adapt to demands and deadline.



- Information technology and problem-solving skills in a range of information technology and software tools
- Demonstrated ability to contribute to building and maintaining the library team
- Ability to undertake supervisory responsibilities as required
- Knowledge of collection management, development and support processes
- Driver's licence essential
- Working with Children Check.

Organisational Relationships

Reports to: Collections and Local History Manager
Internal liaisons: General Manager Customer Experience, Leadership Team, Collections Support Team, Administration Team and branch staff
External liaisons: Suppliers, Courier, Australia Post, Library members and members of the community, community groups, service organisations and education and training providers.

Accountability and Extent of Authority

- Responsible for the quality and efficient provision of administration, LibsVic and intra-library loans
- Work with the Team to ensure LibsVic items are processed in a timely manner
- Authority to operate within established policies and procedures
- Work performed is within CL guidelines and under general supervision
- Invoice processing
- Communicate with suppliers regarding discrepancies in deliveries, quality and invoices
- Accuracy of all tasks
- To ensure community observe the conditions of use of the library
- Responsible for the quality and timely provision of customer service

Judgment and Decision Making

- Act in accordance with established policies and procedures
- Work is clearly defined
- Determine priorities for high-demand items
- Problem solve with guidance and refer complex problems to Collections and Local History Manager or the General Manager, Customer Experience
- Appropriate provision of circulation service
- Decide on appropriate response to difficult library users and emergency situations and report to Branch Manager and/or Senior Officer
- Appropriate provision of information service based on resources

Specialist Skills and Knowledge

- Experience with Library Management Systems
- Knowledge and ability to apply CL policies and procedures
- Understanding of the goals of the Connected Libraries
- Understanding of the function of Administration
- Understanding of the processes for managing receipt/ dispatch of LibsVic and Intra-library loans
- Knowledge of safe work practices for circulation work and branch operations
- Experience working with computers, photocopiers and information technology
- A clear understanding of accessions and acquisitions procedures
- Knowledge of invoice processing
- Knowledge of library computer system with an emphasis on circulation and catalogue functions
- Developed customer service skills
- Familiarity/awareness of the resources available in CL collections
- Ability to source information across varied platforms
- Familiarity of Child Safety standards



Managerial Skills

- Skills in managing time, planning and organising own work so as to achieve specific and set objectives efficiently
- Ability to train and supervise other staff in the execution of established procedures
- Ability to implement personnel practices including those related to equal opportunity, occupational health and safety and training and development
- Ability to apply procedures correctly and undertake administrative tasks.

Interpersonal Skills

- Strong communication skills with all members of the community and staff
- Ability to gain cooperation and assistance from other staff within the department, other branch staff and external partners
- Discuss and resolve cataloguing problems with other staff
- Ability to communicate clearly on the telephone with community members and staff from other branches
- Ability to have a flexible approach to work and changing priorities
- Approachability and awareness of library and community members' needs
- Ability to handle dissatisfied community members in a friendly manner

Qualifications and Experience

- Post-trade or other post-secondary qualification required
- Knowledge and skills gained through on-the-job training commensurate with the requirements of the work as listed

Conditions of Employment

Conditions of employment are as per the Connected Libraries Enterprise Agreement, policies and procedures and the letter of offer.

- **Employment Status** - Prior to commencement of duties the successful applicant must provide proof of permission to work in Australia
- **Health Declaration** - the preferred applicant will be required to complete a Health Declaration form as part of the conditions of employment
- **Hours** - include rostered day, evenings and weekend shifts and are based on the 35 hour a week employment model
- **Multiskilling** - The employee may be directed to carry out any duties within the limit of his/her skills, competence and training, provided that such duties do not promote a narrowing of their skill base
- **Qualifying Period** - As per the Fair Work Act 2009 and Regulations - 6 months
- **Recreation Leave** - Annual leave must be taken at times that are mutually agreeable to both employee and employer, within twelve months of it falling due
- **Risk Management** - Employees are responsible for taking all reasonable steps to ensure they are aware of the inherent risks associated with their work and for taking appropriate action to minimise or eliminate such risks
- **Personal Leave** - A medical certificate may be required for any absence and must be provided for sick leave exceeding three working days or absence on the working day before or after a rostered day off (if applicable), annual leave, LSL or public holiday
- **Smoking** - Smoking is prohibited within all Library buildings and in Library vehicles
- **Working with Children Check** - mandatory (Child Safe Standards 2017)



Inherent Physical Requirements

It is important that an employee understands the physical requirements involved in carrying out the duties of the positions.

Requirements	Frequency		
	Possible	Occasionally	Regularly
Movement			
Ability to sit or stand for extended periods			✓
Change Posture (e.g. move from sitting to standing)			✓
Use stairs	✓		
Bend or Twist the Back			✓
Movement of Neck			✓
Climb (e.g. ladders)		✓	
Crawling		✓	
Kneeling or Squatting		✓	
Repetitive Movements of the Hands/Arms			✓
Keyboard/Mouse use for extended periods			✓
Strength	Possible	Occasionally	Regularly
Lift from Floor Height: 2kg to 11kg			✓
Lift from Waist Height: 2kg to 15kg			✓
Lift above Shoulder Height: 1kg to 2kg		✓	
Carry Loads: 2kg to 11kg			✓
Push/Pull loads: 2kg to 11kg			✓
Push/Pull loads: up to 150kg			✓
Lift/Carry Awkward Size Loads		✓	
Reach for Objects			✓
Work with Arms above Shoulder Height		✓	
Vision	Possible	Occasionally	Regularly
PC Monitor Use			✓
Reading			✓
Auditory	Possible	Occasionally	Regularly
Speaking			✓
Listening			✓
Use of Telephones / Headsets			✓
Equipment	Possible	Occasionally	Regularly
Drive Standard Vehicle (Car/Van)			✓
Operate IT Equipment			✓

Note: This template does not represent an exhaustive account of all job factors however it forms a basis to guide staff and medical professionals as to the activities for which a personal capability must be sustained.

All staff is reminded that they should follow Health and Safety regulations and the Corporation's Health and Safety Manual Handling Policy when performing their duties.

Staff Member:

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Signature:

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Date:

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Authorised: Janine Galvin - General Manager, Organisational Development

Date: April 2026