



## Position Description

**Position Title:** Library Attendant

**Reports to:** Library Coordinator

**Classification Level:** SUE 2

**Fraction:** Casual

**Main purpose of role:** Provide library services for the Student Union Recreational Library (SURLY)

**Works closely with:** Library Coordinator and other library staff and volunteers

**Effective Date:** 2023

*I have read, understood and agree to comply with the position description*

**INCUMBENT** \_\_\_\_\_

**SIGNATURE** \_\_\_\_\_ **Date** \_\_\_\_\_

**APPROVED BY SUPERVISOR** \_\_\_\_\_

**TITLE** \_\_\_\_\_

**SIGNATURE** \_\_\_\_\_ **Date** \_\_\_\_\_

## **ORGANISATIONAL CONTEXT**

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### **Monash Student Association**

The Monash Student Association (MSA) is run by students for students. It provides valuable services, support and activities for more than 48,000 students that it represents on the Monash Clayton Campus. Located on the Clayton Campus of Monash University; the MSA is made up of elected student representatives who represent all Clayton campus students on general issues such as quality of education, course costs and student welfare, as well as specific issues such as women's affairs and queer affairs. MSA staff provide the expertise necessary to ensure the high quality of MSA services.

The MSA comprises elected office bearers who make the strategic decisions and staff who help facilitate these decisions. The association has several departments and divisions that all operate with a common purpose: to serve and represent Clayton students.

The MSA is premised on the foundation that students are important custodians of the student experience and best placed to deliver services and representation to the student community. The MSA functions as the representative body for Monash Clayton students and endeavours to ensure that the interests of students are addressed by the university, government and the broader community.

The Student Union Recreational Library (SURLY) is the only recreational library on campus, committed to providing relevant resources and useful services for students. Founded in the 1960s as a music-listening library, it now holds a range of multimedia – books, e-books, comics, music, DVDs, games & more – all with relaxation and recreation in mind. The collection consists of approximately 20,000 items.

Services provided by the library include usual library services such as borrowing of books, renting of DVDs, music listening facilities and space to be away from the stress of studying. The library also provides photocopying, printing and laminating services.

### **Position Summary**

The Library Service Attendant (Casual) is responsible for the delivery of excellent customer service to library users and the wider MSA community. The Library Service Attendant is also responsible in providing an effective book lending and music listening services as well as photocopying, printing and laminating services, and general library administration and information services.

This position is located in the Student Union Recreational Library (SURLY), Campus Centre at Clayton campus and reports directly to the Library Coordinator.

## KEY RESULTS AREAS AND RESPONSIBILITIES

MAIN DUTIES	EXPECTED STANDARDS
<b>LIBRARY SERVICES &amp; CIRCULATION</b>	
<p>Provide loan and circulation services, including lending, issuing, reserving, and returning, and renewing of library materials</p> <p>Monitor phone, email &amp; other communications, respond to standard enquiries</p> <p>Reserve items requested by patrons and send out notification emails when items are available</p> <p>Provide information assistance to patrons to effectively search the library catalogue and utilise other library services using library management systems and applications. Provide basic readers advisory services and recommend relevant items in the collection.</p> <p>Assist patrons with multimedia services - music, TV, games, computer equipment, etc</p> <p>Collect raw data on the library's usage such as loans, membership, and service usage (e.g. document services, items on loan, visitorship)</p> <p>Provide support to patrons in the use of photocopier, printer, guillotines, and other office equipment. Perform printing, laminating, binding and other document services for both inter-departmental and patrons needs. Ensure the services provided meet their requirements</p> <p>Ensure accurate cash-handling and point-of-sale usage</p>	<p>Ensure prompt response to email and phone enquiries in regards to overdue items, renewals, and other general enquiries</p> <p>Ensure items requested items are put on hold in a timely manner</p> <p>Enforcement of library rules of regulations</p> <p>Prompt and courteous support for patrons use of library equipment</p> <p>Prompt service of printing, laminating and binding services</p> <p>Appropriate cash handling management in line with MSA policies and procedures</p>
<b>LIBRARY FACILITIES &amp; MAINTENANCE</b>	
<p>Ensure library rules and regulations are adhered to by patrons</p> <p>Ensure library space and facilities are kept clean and tidy.</p> <p>Re- shelf library materials as required ensuring that books and periodicals are in correct order, and shelves and displays are tidy</p>	<p>Audio-visual, technical and office equipment is kept clean and functioning</p> <p>Removal of damaged items in a timely manner</p>
<b>VOLUNTEERS</b>	
<p>Assist library volunteers with routine tasks &amp; project work, following library policies &amp; instructions as provided by the Coordinator</p> <p>Assist volunteers with volunteer registration and administration</p>	<p>Maintain professional workplace behaviour at all times with volunteers</p> <p>Communicate any feedback, recommendations, or behaviour of concern to the library coordinator</p>

<b>LIBRARY CATALOGUE &amp; ADMINISTRATION</b>	
<p>Create and edit library user records as required.</p> <p>Ensure library user eligibility for membership by checking reciprocal membership databases and ensure all records are accurate and up-to-date.</p> <p>Create, edit and delete library records as required. Collate bibliographic and item information; and perform copy-cataloguing for standard items using local or external resources</p> <p>Complete material processing for new library acquisitions (labels, stickers, wrapping etc) ready for display.</p> <p>Provide suggestions to the Library Coordinator in the selection of library resources.</p> <p>Assist the Library Coordinator in conducting stock take of library collections.</p> <p>Report feedback &amp; suggestions from patrons to Coordinator.</p> <p>Assist in promotion of library services and collections, as well as reader development, through signage, displays, social media, o-week promotion, &amp; other community events.</p>	<p>Management of library management system in line with MSA policies and procedures</p> <p>Follow up of late returns managed in a timely manner</p> <p>Reconciliation conducted in line with MSA policies and procedures</p> <p>Stocktake conducted in line with MSA policies and procedures</p> <p>Promotions conducted in line with MSA policies and procedures</p> <p>Feedback provided by patrons to be passed in Library Coordinator in a timely manner</p>
<b>OTHER ADMINISTRATIVE TASKS</b>	
<p>Assist with other administrative and reception tasks for the MSA as required. This may include:</p> <ul style="list-style-type: none"> <li>● Point-of-sale and assistance with dry cleaning services; communication with both customer and supplier</li> <li>● Receiving, sorting, tracking, distributing deliveries</li> <li>● Administration and customer service for BBQ equipment booking and loans, maintaining effective logs</li> <li>● processing and allocating volunteer rewards vouchers</li> <li>● Processing event ticket sales</li> <li>● Providing information and assistance with accessing MSA+ membership</li> <li>● Assist in booking BBQ equipment, meeting rooms, other resources as required</li> <li>● Collecting and delivering amenities on behalf of other departments</li> </ul>	<p>High levels of customer service</p>

<b>INFORMATION SERVICES</b>	
<p>Handling enquiries face-to-face, via phone, email, social media, or other communication channels</p> <p>Answer phones, take messages, transfer as required</p> <p>Manage front desk triage, answering common enquiries, and providing effective referral to various departments and services for more complex enquiries</p> <p>Ensure students are directed to the appropriate person/location/service, by referring to maps, directories and other resources</p> <p>Synthesising and distilling a large amount of information to appropriately assist with specific enquiries</p> <p>Assisting clients to navigate communication channels</p>	<p>Maintain a high level of awareness of both MSA and Monash University programmes and services, in order to provide information and advice</p> <p>High levels of customer service</p> <p>Manage queries in a timely manner</p> <p>Direct any non-standard queries to Library Coordinator or other areas as relevant</p>
<b>POLICY, PROCEDURES, QUALITY AND SYSTEMS</b>	
<p>Maintain a thorough understanding of compliance and risk assessment issues and maintain relationships to ensure appropriate flow of information and advice</p> <p>Notify supervisor of any non-compliance within department to avoid risk of MSA operating outside legislative requirements</p>	<p>To be carried out in line with MSA policies and strategic plan</p>
<b>PEOPLE MANAGEMENT REQUIREMENTS</b>	
<p>Actively participate in MSA Performance Support Program</p> <p>Treat all workplace participants, students and customers with honesty, fairness and respect</p> <p>Act in a manner that is aligned with MSA's culture, values and strategic vision at all times</p>	<p>To be carried out in line with MSA policies and procedures</p>
<b>OHS REQUIREMENTS</b>	
<p>Conduct duties in a safe manner at all times</p> <p>Ensure all hazards and incidents are immediately reported</p> <p>Compliance with all relevant site OHS and Personal Protective Equipment (PPE) requirements</p>	<p>Prevention of avoidable injuries</p> <p>Follow OHS procedures</p> <p>Follow safety procedures for PPE</p>
<b>OTHER RESPONSIBILITIES</b>	
<p>Perform other appropriate duties and responsibilities as assigned by supervisor</p>	<p>Requested tasks are completed in a timely manner</p>

## KEY SELECTION CRITERIA

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<b>ESSENTIAL CRITERION</b>
An understanding of the role of libraries in the community; Sound knowledge of books, magazines, music, movies and related materials available to the public
A valid Victorian Employee Working with Children Check card ( <i>this will require staff to register MSA formally as their employer with the Department of Justice</i> )
High level of administrative skills
A high level of interpersonal skills; including an approachable and welcoming demeanour and the ability to effectively and sensitively relate to people from a broad range of backgrounds and cultures
Ability to work independently and collaboratively and also the ability to manage multiple tasks and meet timelines in an effective and efficient manner
Demonstrated initiative, professionalism, self-motivation, flexibility and problem-solving skills
Excellent communication skills, both written and verbal with a high standard of spelling and grammar and sound proofing skills
<b>DESIRABLE CRITERION</b>
Sound knowledge of library systems
Fluency in a community language desirable
Knowledge and/or experience of working with not-for-profit or membership organisations, including community clubs or volunteer organisations
Knowledge and/or experience with students and/or young adults, preferably in the tertiary education environment

## **OTHER JOB-RELATED INFORMATION**

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*This position is casual.*

*This position will be working in conjunction with and as part of a team of staff, student office bearers and student volunteers supporting each other in the attainment of goals. It will require working closely with elected student officers and must ensure at all times that any advice or information provided is impartial and objective.*

*Principles of student led activity are to be maintained. Staff Interaction Protocols and MSA Code of Conduct (s with all MSA policies and procedures) must be followed at all times.*

*\* As part of the Child Safe Standards, you are required to have a current employee Victorian Working with Children's Check (WWCC). Proof of the employee WWCC or application for WWCC need to be recorded before starting employment at MSA. Proof of acceptance of WWCC will be required before the end of the probation period. Once employed, staff must ensure to renew their WWCC in a timely manner and provide proof of a current and valid WWCC to MSA HR. If at any time, your WWCC is to be removed by the Department of Justice this could affect your employment at MSA.*

*The library is generally open 9.30-5.30 Mon-Fri during Semesters, and half-days during semester breaks, though this may change according to demand. This is a casual position and shifts may change throughout the year.*