



Role Description

Library (ISC) Customer Service Officer

Reporting to:	Head of Information Services (Library)
Hours / Week:	Casual (as required)

Vision Statement

Lavalla Catholic College is a community called to love like Jesus, and educate in the Marist tradition. With 'Strong Minds and Compassionate Hearts' we unite in our purpose to inspire and prepare learners for life in our changing world.

Mission Statement

Lavalla Catholic College is an inclusive learning community in the Latrobe Valley; where all can flourish in a safe, vibrant and welcoming environment. Together, students staff members and families nurture and celebrate our gifts and talents.

We are inspired by the Catholic faith and embrace the Marist pillars of *Simplicity, Love of Work, In the Way of Mary, Presence and Family Spirit*. In striving to become life-long, independent learners through the acquisition of C21st skills, we understand ourselves as interdependent global citizens taking responsibility to make a difference in our world.

Introduction

Lavalla Catholic College operates one Library Service across its campuses via its Information Services Centres (ISCs). The ISCs play an important role in supporting the education needs of both students and staff. They provide information resources in varied formats, user-friendly learning environments and first instance technical support for Information Technology and Audio-visual faults.

The college is developing each ISC as a service-oriented centre that is proactive and innovative in the ways it supports the literacy, information literacy, cultural, recreational and educational needs of students and staff in both traditional and networked information environments.

All staff within the ISCs have responsibilities at a Campus, Cross-Campus and College level. ISC staff may be rostered at any ISC venue as directed by the Head of Information Services or their representative. Staff are required to wear a pressed and well maintained College staff uniform or equivalent professional attire. Staff also need to model high standards in personal grooming and presentation.



Typical Duties:

The list below provides examples of the activities typically undertaken by an employee in the Library Customer Services role. The global duties and priorities of the Library Customer Services Officer are determined by the Head of Information Services, but as a professional member of staff, it is expected that the officer may need to determine priorities within their own day-to-day workloads within Information Services Centre rosters and College activities.

Duties:

The Library Customer Services Officer will:

1. Model the delivery of exceptional, responsive and supportive Customer Service to all customers and potential customers of the Information Services Centre.
2. Provide technical support to all staff and students using the College computer facilities, including:
 - a. Assisting students to print
 - b. Checking the connectivity of student laptops
 - c. Lending and recording loans of various resources, including laptops
 - d. Other first level computer troubleshooting
3. Keep a record of all instances of technical support provided to members of the College through the use of the College Help Desk software.
4. Operate and demonstrate the use of audio-visual equipment such as data projectors and content delivery packages (ClickView).
5. Develop and deliver Information Services related training and training guides for staff and students.
6. Assist with all operational aspects of the Loans Desk including:
 - a. Issues & returns records (including non-book resources).
 - b. Customer reservation and inter-campus loan services.
 - c. Overdue material notifications.
 - d. Provide assistance to all customers of Information Services (research, IT and photocopier assistance).
 - e. Resource mending, shelving, storage and shelf-reading.
 - f. Providing direct assistance, advice and oversight to other employees who work in this zone from time-to-time.
 - g. Compiling resources to meet customer research/assignment needs.
 - h. Initiating and co-ordinating, information & new resource displays for Information Services Centres.
 - i. Participating in Information Services Stocktaking procedures.
 - j. Maintaining, in a clean, functional and aesthetically pleasing way, the public areas of the Information Services Centre.
7. Engage with and be aware of the current and projected college curriculum including advances in computer-based curriculum products.
8. Draft processes and procedures as requested and/or relevant to the Information Services Centre.
9. Implement and/or assist to implement, processes and procedures as approved by the Head of Information Services.
10. Work towards the standardisation of processes, procedures, policies and service delivery models across all Information Services Centres.



11. In consultation with the Head of Information Services Leader, participate in the:
 - a. Review and refinement of Information Services goals and objectives.
 - b. Implementation of Information Services goals and objectives.
 - c. Planning, implementing, documenting and evaluating Information Services procedures and policies.
12. Use informed discretion and care when supervising students in the Information Services Centre:
 - a. During student recess and lunch breaks; and
 - b. Whilst performing normal duties.
13. Assist in the setup and pack up of Information Services facilities including audio-visual equipment as required for meetings and events.
14. Undertake other duties as requested by College Leadership.