



Career Opportunities Information Pack

Customer Services Librarian

- **Full Time – 35 hours per week at the Library Headquarters**
- **Competitive Remuneration + Great benefits**
- **Graduates encouraged to apply, great career growth opportunities!**

As the Customer Services Librarian working at the Muswellbrook Branch in the Hunter Valley, you will be responsible for Customer Services to the Library. The key duties for the role involve circulation and reader assistance.

What qualifications and experience do you need?

- A Degree or Graduate Diploma in Library and Information Studies or equivalent
- Previous relevant work experience is highly desirable, particularly in the areas of client services within library operations; however, graduates with limited experience are also encouraged to apply

How can you find out more?

Please find attached general information regarding the Upper Hunter Regional Library Service and employee benefits.

Further information can be obtained by visiting www.muswellbrook.nsw.gov.au or by contacting Una Garland, Upper Hunter Regional Library Manager, on 02 6543 1913.

How can you apply?

To apply for this position, you will need to submit a cover letter and resume outlining your suitability for the role to Council's Administration Building on or before the closing date:

Post to PO Box 122, Muswellbrook NSW 2333
Fax to 02 6549 3701
Email to council@muswellbrook.nsw.gov.au.

*****Applications close at 4.30pm on Monday 8th March 2010*****



Upper Hunter Regional Library Service General Information

Consider a position where you:

- Have easy access to the breathtaking beauty of national parks
- Enjoy the unique charm and culture of small towns and villages
- Witness the changing colours and textures of the seasons
- Enjoy exploring NSW's premium wine-growing and horse breeding area; and
- Still have easy access to the city and its bright lights.

Situated at the western end of the Hunter Valley, the Upper Hunter Regional Library serves Muswellbrook and Upper Hunter Shires. This position is based at Regional Headquarters in Muswellbrook and services Branch Libraries located at Scone, Merriwa, Denman, Aberdeen, Cassilis and Murrurundi.

▪ **New State of the Art Library Building**

Muswellbrook Library/Headquarters is about to undergo a \$3.2 million extension that will provide the community with state of the art facilities to be completed by November 2010. In addition to this the second largest branch is also about to be relocated. These renovations will complete a cycle where most branches in the Region have been re-located or rejuvenated. This will provide modern library premises across the region.

▪ **The Position**

We are seeking a highly motivated and customer-focused person to join our small team of Library staff in the provision of Library Services to the Upper Hunter. This position, while a senior member of the team, is also very much a "hands-on" role and will be based in Muswellbrook.

The successful applicant will be responsible for providing high quality customer service, and a program of displays and activities to promote the library service to the community. Good communication skills are required plus the ability to liaise with local schools and community groups to promote the library and service the needs of the Community.

The Library Service has a reputation of providing quality children's services to the region. Features of this include programmes such as "Baby Talk", playgroups sessions and holiday activities. The promotion of all of these services form part of the duties of this position.

The Library is fully automated. The computer system/Integrated Library Management System consists of a IBM Server, using Terminal service operating system and utilising "Insight Libero" software. We utilise the client/server technology in its computer processing. Workstations operate Windows 2003 and Microsoft Office Professional 2003. Experienced staff and contractors provide computer support.

Our Web site and eLibrary or virtual branch is now our busiest branch. Our site at www.uhrl.nsw.gov.au is updated in-house and provides reference access suggestions and information on activities from across the region to borrowers, as well as the usual member services such as register as a borrower; renew material; place a reserve or sent a question to staff.



muswellbrook shire council

Employee Benefits

- **Educational Assistance:**

Council offers payment of up to \$1,500 per semester of study to a maximum of \$3,000 per year toward course fees for approved courses of study. Paid study leave depending on the number of units/modules undertaken per semester may also be negotiated with your Director.

- **Learning & Development Opportunities:**

Council often sends employees to professional development courses/conferences and awareness sessions to further develop your personal knowledge.

- **Salary Packaging:**

Council offers Salary Packaging through an external company, Newcastle Salary Packaging. The most popular option for current employees is the Remote Area Benefit. You are eligible for this benefit if you live, and work in a 'Remote Area' as classified by the ATO. Muswellbrook is classified as an eligible area under this benefit. Under the Remote Area Benefit, you are able to salary package up to 50% of the interest repayments on your mortgage or 50% of your rent, and also 50% of your gas/electricity payments. This allows you to reduce your taxable income, thus paying less tax and receiving more cash in your hand. It is a very good incentive and we have a lot of employees who are currently receiving large benefits from it.

Other items that can be packaged include cars (associate and novated leasing), development travel, income protection insurance, laptop computers, self-education expenses, superannuation etc.

- **Rostered Day Off System, 1 RDO per month:**

Council has a Rostered Day's Off Policy in place whereby employees can work an additional 30 mins per day, four days per week and in return receive one day off per month.

- **Uniform Allowance:**

An allowance of \$700 is given in your first year of employment, and a contribution of 50% up to \$500 every year thereafter.

- **Health & Wellbeing Program:**

Under Council's Health & Wellbeing Program, you are able to claim up to \$100 per year towards fitness/health activities e.g. gym memberships, sporting club membership. Council supports many health days e.g. relay for life, daffodil day, Movember, and provides employees with information sessions about varying health issues and immunisations, e.g. flu shots, throughout the year.

- **Available Rental Properties:**

Council currently has three properties for rent in Muswellbrook that have just finished being built. These are available for rent through Council and are all 3 bedroom.

- **Active social club!**

Council has a very active social club. Members pay a contribution of \$3 per week and are able to attend functions throughout the year with their partner/guest for free. Some of the functions that have been flagged for this year include: Ten pin bowling, dinner & movie night; Lovedale Long Lunch wine tour; Christmas in July at the Linga Longa Inn Gundy; Twilight Tennis; Christmas Party at Newcastle Races; Kids Christmas Party.

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