

Position Title	Team Member Library Systems
Department	Community Services
Unit	Community and Culture Services
Team	Library Systems
Supervises	N/A
Reports To	Team Leader Library Systems
Grade Range	D
Date Prepared	11/11/2021
Date Last Updated	11/11/2021

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary purpose of position






Provide specialist technical support in the provision of quality library systems to meet the needs of customers and staff.

Accountabilities

- Assist with the maintenance and support of library systems, providing specialist technical insight into systems including but not limited to, the Library Management System (LIBERO), public access computers, RFID systems, digital screens, print solutions, PC bookings, Wi-Fi and ancillary equipment.
- Liaise with internal and external stakeholders to identify, troubleshoot and resolve systems issues in a timely manner with minimal impact to customers.
- Maintain a current knowledge of Library technology developments and trends and provide recommendations on enhancements to the Team Leader Library Systems.
- Assist with software and hardware upgrades including the development and completion of test scripts.
- Assist with the development and delivery of training and instruction (verbal and written) to library staff to ensure they are well informed on new technologies and/or use of existing systems.
- Undertake regular tasks to maintain the currency of library systems, including but not limited to the Library Management System.
- Regularly collate statistics relating to library usage.
- Actively participate in meetings to assist with implementing service and system improvement initiatives across the Library Service.
- Contribute to the development and implementation of the Library's Information Technology Strategic Plan.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Council Officer		
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Adept
	Display Resilience	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Customer and Community Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Intermediate
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Lead Self	Adept	<ul style="list-style-type: none"> • Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance
Relationships		
Customer and Community Focus	Adept	<ul style="list-style-type: none"> • Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer- focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results		
Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> • Gathers and investigates information from a variety of sources • Questions basic inconsistencies or gaps in information and raises to appropriate level • Asks questions to get to the heart of the issue and define the problem clearly • Analyses numerical data and other information and draws conclusions based on evidence

- Works with others to assess options and identify appropriate solution

Resources

Technology and Information

Intermediate

- Shows confidence in using core office software and other computer applications
 - Makes effective use of records, information and knowledge management systems
 - Supports the introduction of new technologies to improve efficiency and effectiveness
-

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the General Manager.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Qualifications and Experience

Essential Qualifications

- Eligible for membership of Australian Library and Information Association or qualifications or experience relevant to the duties stated

Essential Experience

- Demonstrated high level skills and experience in supporting library technologies
- Proven ability to investigate and analyse hardware and software technology related problems
- Excellent organisational and time management skills, including coordination of multiple tasks
- Demonstrated experience in developing and delivering effective training in the use of new and existing library technologies to staff with differing skill levels
- Demonstrated high level skills in the use of the Microsoft Office suite of applications including Excel

- Demonstrated experience working effectively in a team environment, providing a positive, professional and co-operative approach to working with others.
- Proven ability to effectively manage conflicting priorities in a timely manner
- Demonstrated strong commitment to delivering quality customer service
- Highly developed verbal communication skills, with proven ability to effectively communicate technical knowledge to library staff with different skill levels and from diverse backgrounds.
- Current Class C drivers licence

Desirable Qualifications and or Experience

- Experience with Monitor PC and print management system
- Experience with LIBERO Library Management System
- Demonstrated understanding of RFID systems

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Does this position require incumbent to undergo criminal reference check?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Will incumbent need to make disclosure of pecuniary interest?	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Could there be a conflict of interest with secondary employment?	<input checked="" type="checkbox"/>	<input type="checkbox"/>