

POSITION DESCRIPTION

Branch Librarian (POS2050), (POS2343), (POS2344)

Directorate:	Community & Culture	Department:	Library Services
Position Grade:	14	Reports to:	Coord Customer & Network Services
Last review:	February 2019	Next review:	June 2020
		Version No.:	1.0

Position purpose:

Ensure the delivery of best practice library customer and network services through the support and development of trained, responsive and engaged customer service teams in the Branches and the provision of quality programs relevant to local community needs.

Key accountabilities/responsibilities:

Responsible for:

- 1) Implementing and supporting the development of the Library's vision, mission and plans; and engaging staff and customers in the development and delivery of quality library services and targeted programs to address community needs.
- 2) Contributing to policy development, strategic planning and continuous improvement; leading and engaging stakeholders in the planning and implementation of Customer Service Delivery and Improvement Plans and approved Library Staff Training Plans.
- 3) Supporting the Coordinator Customer and Network Services to co-ordinate activities across the branches and deliver quality customer services through engagement in regular Branch Librarian Network group meetings, data collection and evaluation, individual work reviews; annual work plans and communications.
- 4) Developing and co-ordinating across the network, staff rostering and leave arrangements to ensure the effective resourcing and operation of branches during opening hours.
- 5) Coordinating, supporting and engaging Branch staff to design, develop and deliver quality services to customers; through training, regular Branch staff meetings and individual work reviews; annual work plans and communications.
- 6) Advising and Collaborating with Community Outreach & Programs Teams to develop best-practice library programs tailored to the needs of local branches, including recreational and/or educational programs; and those for identified priority local target groups.
- 7) Supporting communications and partnerships within the library service, Council and community stakeholders to facilitate effective services to, and support of, the library's customers and network services.
- 8) Co-ordinating and providing Branch staff support, engagement and development activities including induction, recruitment, training (in line with the Library and Council Training Plans) and performance management.
- 9) Overseeing the day-to day operation of Branch(es), providing supervision and leadership to foster team development, flexibility and staff engagement in quality service delivery.
- 10) Performing other duties as required from time to time including co-ordinating volunteers.
- 11) Provision of direct customer support as required across the library network including night and weekend shift work. Work at, or rotate to, other branches when required.
- 12) Implementing WHS practices and conduct risk assessments. Lead and support staff in addressing WHS issues in line with the policy.
- 13) Applying the principles of equity, EEO, cultural diversity and ethical practices so that staff and clients are treated fairly and have equal access to information and services.
- 14) Implementing and maintaining sound risk management practices within sphere of accountability and authority by identifying, evaluating, managing and escalating risks as required.

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15) Ensure staff are aware of and adhere to the policy and enterprise risk management framework (only required there is a direct reporting line to the people leader/risk owner)

Decisions made in the position:

1) As delegated by the Manager Library & Museum Services, and Coordinator Customer and Network Services, operational and administrative decisions relating to the day-to-day function of the Branch(es).

Decisions referred:

1) All other decisions referred to Coordinator Customer & Network Services.

Key issues/challenges:

- 1) Providing effective leadership to all staff working within the Branch, including teamwork and professional development, staff engagement in program development and performance management.
- 2) Contributing to and supporting the Community Outreach & Programs Team and Branch Librarian Network group in effectively co-ordinating programs and activities across the library network.
- 3) Supporting and implementing staff and customer engagement, development and communication programs with other parts of the Library Service and Council. For staff this includes Corporate communications, learning and development, industrial and performance management systems, financial, technological and WHS systems. For the community this includes regular customer satisfaction surveys, consultations on program priorities, and innovative communication strategies.
- 4) Supporting effective change management initiatives and supporting the development of the Library Service to reflect changing community requirements.
- 5) Developing and maintaining effective branch staff resourcing through workload management, recruitment, rosters and leave management.
- 6) Developing and implementing effective data collection systems to enable service evaluation and continuous improvement.
- 7) Responding to customer needs and complaints, negotiating satisfactory outcomes.
- 8) Maintaining up-to-date knowledge of customer services, library issues, as well as a current awareness of changing information technology.
- 9) Driving effective change management initiatives.
- 10) Develop Branch to reflect changing community requirements.

Key working relationships:

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|---|---------------------------------------|
| • Coordinator Customer and Network Services | • Library staff |
| • Library Management Team | • Council departments |
| • Branch Librarians Network | • Community partners and stakeholders |

POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA

Qualifications/Licences

- Completion of degree or post graduate-level library and information studies, conferring eligibility for associate membership of the Australian Library and Information Association.
- Current Class C Drivers Licence.

Experience

- Demonstrated experience in the supervision and management of Library staff.
- Demonstrated experience coordinating and overseeing the delivery of front line Library customer services.
- Demonstrated experience in the delivery of customer focused programming.
- Demonstrated ability to provide leadership and work as part of and a team.
- Demonstrated enthusiasm for Library innovation and experience in the leadership of change.
- Demonstrated Collection Development experience in a Branch environment.

Knowledge and Skills

- Current trends and issues in library and information services, including an understanding of public library philosophies and issues.
- Knowledge of Library Management Systems, digital technology and corporate systems.
- Demonstrated ability to collaborate across a multi-site organisation to provide a broad range of Library services to the community.
- Supervisory principles and practices and highly developed staff training skills.
- Negotiation skills and conflict resolution with the ability to problem solve during difficult customer interactions.
- Excellent communication skills, both oral and written communication.
- Self-directed work practices.
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity.

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Understanding of resource planning and budget implications.
- Knowledge of collection development principals and practice.
- Knowledge of marketing, communications and submission writing.

Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous