

Position Description

Collections Development Officer

Council Strategic Vision

Protecting our heritage and beautiful coast, while creating a welcoming and healthy place for all in South Australia's most sustainable city.

Our Culture

A place that proudly delivers great things.

Where we deliver on promises; value people; recognize achievements; inspire progress, respect history, build the future; grow and learn; and enjoy what we do.

Our Values

As a values-based organisation, we demonstrate our values through our behaviours. These values guide everything we do.



A Achievement

Deliver agreed outcomes for our community



R Respect

Act with honesty and integrity



I Innovation

Seek better ways



S Simplicity

Easy to do business with



E Engagement

Provide opportunities for all to participate

Position Title	Collections Development Officer
Position Number(s)	CHB0087
Classification	Level 3
Reports to	Library Collections Lead
Division	Community & Business
Department	Library Services
Direct reports	N/A

Position Purpose

The Collections Development Officer is responsible for providing a high quality, customer-focused library service to the community across the Brighton and Glenelg branches. The position is responsible for organising and actioning library collection purchases, creating physical and digital collection promotional materials and overseeing library purchase requests and inter-library loans. The position performs high-level cataloguing of library and other Council collection items as required. In addition, the position assists within the Library Learning and Operations Teams as required.

Key Relationships/Interactions

Internal

- Liaise with other Council departments as required in actioning library collection requests.

External

- Customer service with council residents and non-council visitors.
- Liaise with State Library of South Australia staff in actioning Inter-Library loans.
- Liaise with Public Library Services (PLS) staff in actioning customer requests.
- Liaise with book publishers and other media distributors.

Special Conditions

- Some out of hours work may be required including attendance at official meetings after hours.
- In line with council's Background Screening & Reporting Procedures, Department of Human Services (DHS) screening clearances are required for all positions and will be renewed upon expiry thereafter.
- An unencumbered South Australian Drivers Licence may be required.
- A satisfactory medical and/or functional assessment may be required.

Key Accountabilities

The Collections Development Officer is responsible for:

- Delivery of high-quality promotional materials and social media content to generate community interest and knowledge of library collections and associated resources.
- Delivery of a customer focused library service to the community, including autonomous actioning of library purchase requests and inter-library loans.
- Effective liaising with Holdfast Bay History Centre to organise and action History Centre cataloguing needs and History Centre Loan requests as required.
- Effective liaising with external organisations to action special library collections requests and collection maintenance reports as required.
- Library collection services and processing is accurate and completed within agreed timeframes.
- Contribution to the development, delivery and review of library practices, operations and services.
- Annual PDR process implemented with measurable goals and an effective personal development plan aligned to role requirements.

PEOPLE & CULTURE

- Provide high quality customer service to the City of Holdfast Bay's external and internal customers, in line with service outcomes and objectives.
- Respond to, or refer, customer service queries and complaints in a helpful and timely manner.
- Contribute to the development and review of customer service procedures.
- Pro-actively develop and maintain respectful and positive relationships both internally and with customers and volunteers.
- Actively participate and maintain a customer focused culture.
- Attend meetings professional development training and represent the Library Collections Team at library network forums.
- Actively promote library collections and services to the community.

SYSTEMS & PROCESSES

- Create high-quality physical and electronic materials for the promotion of library collections.
- Organise and action library purchase requests from patrons.
- Organise and action high-level inter-library loan requests from patrons and other institutions.
- Collating and reporting on library collection statistics as required.
- Organise and action History centre cataloguing and inter-institution borrowing requests as required.
- Contribute to delivering and maintaining daily library operations, including the Glenelg Library Customer Service counter.
- Contribute to and support general library procedures and programs.
- Contribute to the development and review of library practices.
- Actively seek and suggest ways to improve work practices and outcomes.
- Provide services across the Learning and Operations teams as required.
- Provide effective and efficient acquisition, cataloguing, maintenance and processing of Council's public library collections, with accurate records compliant with 1LMS consortium and industry standards.
- Collating and reporting on library collections statistics as required.
- Assist library customers to use library technology and basic assistance with a range of devices.
- Research and analyse collection trends to identify new ways to make collections accessible in physical or digital formats through proprietary software as required.

QUALITY & COST

- Deliver quality outcomes on time and on budget
- Undertake research and small projects as required

DEVELOPMENT

- Pro-actively participate in the Professional Development & Review (PDR) process and provide suggestions on how individual capabilities can be expanded as they relate to the role.
- Actively listen to the needs, concepts and ideas of peers, the community and customers.

Selection Criteria

ESSENTIAL CRITERIA

Qualifications

- Tertiary qualifications in library studies or demonstrated experience in relevant library position for at least three years
- Holds an unencumbered Australian driver's licence

Experience & Knowledge

- Knowledge of fiction and information resources in all media/formats.
- Proficient in the use of Microsoft Office and experience in using corporate digital applications.
- Experience working in a library (preferably a public library)
- Experience working in customer service role.
- Strong knowledge of cataloguing standards (MARC21, AACR2, LCSH and RDA), with proficient cataloguing skills.
- Relevant numeracy and literacy skills, with good attention to detail.
- Experience in resolving minor software and hardware problems.
- Understanding of the role of public libraries within the community
- Broad understanding of local government and Council's organisation structure, policies, and operations.
- Knowledge and understanding of legislation, guidelines and standards relevant to the area of operation.

Personal Capabilities

- Highly self-motivated with the ability to establish credibility and deliver high quality outcomes for our community.
- Demonstrated commitment to customer service and continuous improvement Highly developed customer service skills, with a commitment to continuous improvement.
- Good verbal and written communication skills.
- Ability to prioritise workload and meet set timelines.
- Ability to be resilient, innovative, flexible and readily accommodate change.
- Ability to analyse problems, evaluate alternatives, provide solutions and make decisions based on sound judgement.
- Demonstrated commitment to exploring and expanding individual capabilities.
- Ability to work both independently and in a team environment.
- Ability to share information and expertise freely.

- Highly self-motivated with the ability to establish credibility and deliver high quality outcomes for our community.
- Actively seek and suggest ways to improve work practices and outcomes.
- Actively participate and maintain a customer focused culture.

DESIRABLE CRITERIA

Qualifications

- Tertiary qualifications in graphic design or web design

Experience & Knowledge

- Understanding of library management systems Experience in the use of Technology One suite of applications.
- Experience working in a government environment.
- Understanding of customer demographics and demand and how they relate to service delivery and facility and resource management.
- Experience in the use of Technology One suite of applications.

Workplace Health and Safety and Return to Work Responsibilities

Employees have a legal obligation to take steps to protect themselves from risks to health and safety and make sure they do not cause a risk to others through any action or omission.

In particular employees are responsible for:

- Complying with any reasonable instruction and cooperating with any reasonable policy or procedure related to WHS.
- Taking reasonable care in regard to work health and safety.
- Participating in training or other activities provided to protect their health and safety whilst at work.
- Actively participate in rehabilitation and return to work programs as required.
- Ensuring that they are fit for work and not in such state (due to alcohol, drugs or any other reason) as to endanger their own safety or the safety of any other person at work.
- Not wilfully interfere with or misuse items or facilities provided in the interest of the health and safety of workers.
- Report all accidents, incidents, injuries, property damage in accordance with agreed procedures.
- Utilise and maintain appropriate personal protective equipment.

Corporate Systems & Information Management

Make certain that all corporate data and documents are recorded and handled within the suitable corporate systems, following the organisation's established policies and procedures regarding information governance and records management, both in electronic and physical formats.

Performance Development Review (PDR)

Employees will actively engage in the Performance Development Review (PDR) process, which involves setting work priorities, tracking progress towards goals, and offering input on how individual skills can be enhanced in alignment with the role.

Acknowledgement

This Position Description is only descriptive of the type of duties to be undertaken by you during your employment and you accept the organisation may require you to carry out any duties which are within your skills and competence.

Employee Name: _____ Direct Manager: _____

Signature: _____ Signature: _____

Date: _____ Date: _____