



Position Description
Digital Services Librarian
Libraries and Creative Industries
Community Services



ABOUT COUNCIL

Logan City Council offers a working environment that recognises innovation, creativity and teamwork, and encourages personal and professional development.

We are one of the largest Councils in Australia, providing community services and facilities to a growing population representing many different cultures. Our dedicated employees serve the City of Logan by successfully delivering a large and diverse portfolio of programs and services.



Logan City Council's Purpose is to make a positive difference in people's lives through the quality of the services we provide.

Our Goal is to be an organisation where our staff pursue excellence in all that they do with high levels of job satisfaction.

Our vision is to deliver an innovative, dynamic city of the future—one that offers social, environmental and economic health now and for future generations.

OUR VALUES:



ABOUT THE LIBRARIES AND CREATIVE INDUSTRIES BRANCH

The Libraries and Creative Industries Branch provides quality libraries and creative industry services that meets community needs. These services are provided through:

Branch Management

Providing overall management to the branch in respect to the areas of financial direction, customer service, leadership, culture and service delivery.

Creative Industries program

Making a difference through engaging our community in inspiring art and cultural experiences and opportunities.

Library Client Services program

Providing customer assistance in the delivery of free library services to the community.

Library Technical Services program

Providing library collections, resources, facilities and technology for the community.

Libraries and Creative Industries Branch embraces diversity and inclusiveness within our workforce that supports the cultures and aspirations of Logan's community.



ABOUT THE ROLE

TITLE:

Digital Services Librarian

POSITION NUMBER(S):

5116, 5142, 5157, 5167, 5179, 5280, 5296, 5152, 5188, 5145

CLASSIFICATION LEVEL:

Graduate Scale

AWARD:

Queensland Local Government Industry (Stream A) Award – State 2017

REPORTS TO:

Regional Librarian

JOB PURPOSE

To assist the Regional Librarian in the effective operation of the Library, the provision of consistently exceptional customer service, supervision of staff and the delivery of innovative programs and training to the community and staff.

EXTENT OF AUTHORITY

This position receives guidance from established policies and procedures.

Officers are able to achieve objectives by exercising a degree of initiative.

DIRECT REPORTS

N/A



KEY RESPONSIBILITIES / ACCOUNTABILITY

ASSIST THE REGIONAL LIBRARIAN IN THE EFFICIENT & EFFECTIVE LIBRARY OPERATION

Contribute to the delivery of library services by undertaking library and customer service duties as rostered.

Support the Regional Librarian in their day to day activities and to act in the Regional Librarian role if required.

Contribute to library collection management.

Action relevant tasks resulting from library system generated reports.

Undertake accurate and efficient rostering, cash reconciliation, statistical collation, facility management and/or other administrative duties commensurate with the role.

Performance Criteria

- Effective supervisory skills capable of competently managing the day-to-day operation of a public library.
- High level literacy, numeracy, communication and organisational skills.
- Well-developed knowledge of collection management practices.
- An ability to work effectively with customers by understanding and anticipating their needs.
- A capacity to appropriately apply library policies, guidelines or procedures into the delivery of library services to customers.

DEVELOP AND IMPLEMENT INNOVATIVE LIBRARY PROGRAMS DESIGNED TO ENGAGE THE COMMUNITY & ENCOURAGE INNOVATIVE LEARNING

Apply well-developed analytical and problem-solving skills related to current technologies to design and deliver customised digital training programs to the public and library staff.

Develop and deliver relevant programs that promote library resources and services.

Coordinate the administrative tasks for monitoring and reporting on library programming.

Proactively promote library services widely in the community.

Contribute to all-of-library service programming initiatives.

Maintain professional development through an awareness of emerging technologies and contemporary trends in libraries.

Performance Criteria

- A comprehensive knowledge of the range of Logan City Council library services and resources.
- Well-developed knowledge of technology, digital resources and high level ability to deliver digital literacy programs.
- Expertise in the principles of library programming and community engagement and a demonstrated capacity to support people with a diverse level of knowledge and capability.
- A demonstrated knowledge and interest in the latest developments in public library trends and information technology.



PROVIDING EXCEPTIONAL CUSTOMER SERVICE IN A CHANGING ENVIRONMENT

Lead by example by providing a consistently high level of customer service in an environment of constant public contact.

Provide customers with up-to-date and relevant information about Logan City Council library services.

Assist in the provision of information and reader's advisory services to library customers.

Respond to escalated customer enquiries to achieve an effective resolution.

Performance Criteria

- Can demonstrate a strong customer service focus and a commitment to providing quality customer service.
- Has a proven ability to understand the information needs of customers, their capabilities and constraints.
- Is proactive in the response to customer enquiries by taking the initiative to resolve problems as they arise by appropriately applying judgement, discretion and relevant library policies, guidelines or procedures.

PROVIDING SUPERVISORY SUPPORT OF THE BRANCH LIBRARY TEAM

In the absence of the Regional Librarian, take responsibility for supervision of library staff, decision making on operational matters.

Contribute to the successful operation of the library service by supporting library staff to meet the objectives, goals and strategies of the Branch's Business Plan and Council's Corporate Plan.

Demonstrate flexibility in the workplace and an ability to be a positive team influence in a dynamic and changing work environment.

Maintain a high level knowledge of Logan City Council's policies, directives and procedures and a capacity to direct and support staff in their application of them.

Proactively adhere to Logan City Council's Workplace Health and Safety obligations by maintaining personal safety and the safety of others.

Actively contribute to team work through participation in staff meetings and team development opportunities.

Contribute to team and individual activities such as planning, development and performance evaluation.

Develop and conduct training sessions for the staff in relation to library services, resources and technology.

Performance Criteria

- Proven capacity to assume a leadership role within a work team to contribute to the delivery of business outcomes and support change management.
- Well-developed skills in managing time, setting priorities and an ability to lead, plan, organise, supervise and motivate staff to achieve agreed service standards and meet deadlines.
- Proven capacity to work flexibly and effectively in a professional team environment.
- Demonstrated ability to utilise safe work practices and provide direction to staff in adhering to Workplace Health and Safety obligations.



OTHER

Council's Leadership and Performance Capability Framework will be used for performance management and development purposes.

Undertake relieving opportunities at Library Administration or Regional Libraries as required.

Undertake any other duties as are reasonably within the limits of the employee's skills, competence and training.



WHAT WE'RE LOOKING FOR

KNOWLEDGE, SKILLS AND QUALIFICATIONS

Minimum qualifications of a Degree or Graduate Diploma in Library Science and eligibility for Associate membership of the Australian Library and Information Association; and an appropriate level of expertise and experience to undertake the range of responsibilities assigned.

Demonstrated proficiency in the use of technology including experience and knowledge using smart devices, computers, the internet, software applications, web-based applications, digital library resources and automated library systems.

Demonstrated competence in the use and application of print and digital information sources.

Demonstrated experience developing and delivering technology-based training programs for a diverse audience.

Previous supervisory experience demonstrating a capacity to take on a leadership role within a work team to contribute to the delivery of business outcomes and support change management.

Possession of high level interpersonal skills with a demonstrated ability to work in a team environment with capacity to make prompt and reliable decisions.

Highly developed customer service skills capable of providing an exceptional customer experience to a diverse range of people.

SUCCESS PROFILE

Ability and commitment to providing an exceptional customer experience to a diverse range of people.

Demonstrates commitment to developing and implementing innovative programs designed to creatively engage the community, encouraging innovative thinking and learning through discovery and play.

A capacity to support STEAM (Science, Technology, Engineering, Arts and Mathematics) activities such as 3D printing, design, multimedia, gaming and coding.

Works effectively as part of a wider libraries team using excellent communication and interpersonal skills, and promoting an effective, professional and safety focused approach to this team's duties.

Demonstrated ability to take a positive approach to change and to operate in a flexible working environment with a commitment to learning and continual self-improvement.

REQUIREMENTS & POSITION SPECIFIC CONDITIONS

Depending on operational requirements, varying rosters and hours may apply, including Saturday work and some evening work up to 8pm Tuesdays or Thursdays.

This position may be required to work a 9 day fortnight.

Librarians may be required to rotate within the Branch to work within other Libraries to enable Council to meet its operational requirements in those Libraries.

Applicants must undergo a pre-employment functional assessment and must be assessed as being able to meet the functional requirements of this position.



This position will be required to administer “authorised person” powers under relevant legislation and must be appointed as an authorised person in accordance the appropriate legislation.

As part of the functions of this position, the incumbent must meet the requirements of the *Working with Children (Risk Management and Screening) Act 2000* (the **Act**), which includes the requirement to hold a current Blue Card for working with children. A failure to meet this or other requirements of the Act may result in a failure to secure and maintain employment with Council.

REVIEW

This position description was reviewed in **August 2020** and may be reviewed again as Council’s organisation is developed or re-structured. Any future re-organisation of duties as a result of such changes will be discussed with the incumbent officer.