

POSITION DESCRIPTION

Section 1 – POSITION DESCRIPTION

Position Title	Library Services Coordinator
Department	Library
Document ID	15995
Grade	F
Function Group	LD3.0
Status	Full-Time/Part-Time
Hours of Duty/days worked	35 hours per week / Possibility of part time for the right applicant
UV Rating	Low
Directorate	Corporate and Community
Supervisor	Community Development Manager
Date Compiled/Modified	August 2016 - December 2019 - February 2025 – August 2025 – August 2026
MJES Completed	Feb 2025 – Aug 2026

Corporate Mission

To provide local government services and representation for people who live, work and visit Narrandera Shire, and to assist also those who have a stake in our local and regional prosperity; by way of effective consultation, policy making and responsive delivery that meets the needs of our community.

Vision

ACHIEVING TOGETHER

Corporate Values

“ECLAIRS”

- Ethical
- Caring
- Loyalty
- Accountability
- Integrity
- Respect
- Safety

Purpose of Position

This section should contain an encompassing statement of the major focus of the position. It should not define/list tasks, or responsibilities.

Co-ordinate the efficient and effective frontline services, customer service, general administrative support and library programs to the community for Narrandera Shire Library

Key Responsibilities for the Position

The key responsibility areas (KRA's) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities. Ideally, each KRA should cover a separate area of the work function. Most positions should be adequately covered by 5-8 KRAs. No position should require more than 8 – maximum. The KRA's are each broadly defined explaining the essential functions of the position. In addition, each KRA may also be accompanied by detailed lists of tasks of how work is to be carried out.

Key Responsibility Areas		
	<i>What</i>	<i>How</i>
1	Management and Co-ordination	Co-ordinate the day-to-day service of the library including Volunteers
2	Promotion	Undertake effective promotion of services to the community as required with Particular attention to library social media pages
3	Administration	Undertake administrative tasks in line with library requirements and Council procedures
4	Customer Service	Project and promote the image of council as both efficient and courteous
5	Collection Development	Assist with library collection development
6	Bookable	Administer bookings made through bookable for community venues

Key Selection Criteria

Experience / Knowledge / Attributes: List the required experience and clearly indicate whether it is mandatory or desired by highlighting (underlining) the word 'Essential' or 'Preferable'.

Qualifications: Include all educational and training qualifications, licences, and professional registration or accreditation, etc. required for the position.		Essential/ Preferable
1	Class C Drivers Licence	Essential
2	Working with Children Check (or willing to obtain one)	Essential
3	Higher School certificate or equivalent	Essential
4	Qualifications in Library and Information Services - Cert IV or Higher (or ability to obtain)	Preferable
5	Eligibility for paraprofessional membership of ALIA	Preferable
6	First Aid Certificate	Preferable

Experience / Knowledge / Attributes: Required by the incumbent to successfully perform the positions key responsibilities. Most positions should be adequately covered by 8 Criteria's	
1	Experience in the day to day operation of library services demonstrating a good understanding of procedures & systems
2	Strong written and oral communication skills
3	Strong problem solving, interpersonal & customer service skills
4	Well-developed computer skills and proficiency in the use of electronic resources and library management systems
5	Self-Starter with ability to use initiative and work without supervision
6	Be able to deal with customers from a diverse range of age groups and cultural backgrounds
7	Demonstrated ability to work in a team environment with a community focus
8	Time management and organisational skills
9	Demonstrated use of social media for promotional purposes

Supervision Reporting Relationships:

<u>This position reports to supervisor/manager:</u> A brief description of the breadth of supervision should be provided	
1	Community Development Manager

Positions reporting to <u>this</u> position: A brief description of the roles of the staff supervised (and titles if relevant) should also be stated.	
1	Library Assistant
2	Casual library staff
3	Volunteers and persons on work placements with the library

Location of Work:

Provide a description of the places that this position will be working at.	
1	Narrandera Shire Library

Extent of Authority

To what extent does this position have authority? For example, specific delegations, budget, expenditure authorisation, special decision-making authority.

Specific Authority/ delegations	
1	As defined in the corporate & community services delegations register.
2	Budget expenditure as adopted by Council and within financial delegation.

Liaise With:**Internal:**

The <u>internal</u> positions that this position comes in contact with regularly	
1	Community Development Manager
2	IT Manager / officer
3	Creditors & Purchasing Office

External:

The <u>external</u> people or organisations that this position comes in contact with regularly	
1	Western Riverina Libraries
2	Other Library Services
3	State Library of NSW
4	Community Organisations
5	Spydus support and other external service providers

Section 3 – ESSENTIAL SCHEDULE OF TASKS**Position Tasks**

Key Result Area Library Management and Co-ordination		
Task – Describe the Task		Standard – To what qualitative or behavioural standard should the task be performed at.
1	Management and supervision of staff	Effectively co-ordinate staff and volunteers on a day to day basis to ensure delivery of library services Ensure all staff, trainees, participants and volunteers have undertaken site inductions.
2	Identify training requirements for Library staff	Advise on any training needs that have been identified for inclusion in staff training plans
3	Assist in the development of Library Services	Provide advice on potential improvements to service provision
4	Assessment of Library Services	Monitor day to day operation of the library service and implement change and improvements as agreed with manager.

Key Result Area Promotion		
Task – Describe the Task		Standard – To what qualitative or behavioural standard should the task be performed at.
1	General promotion of the library service, including: - Ongoing engagement and outreach with schools, community groups, retirees, families and local organisations - Attending relevant festivals and community events Participation in Councils media channels	Library service promoted effectively within the community

2	Co-ordination and delivery of library programs	Ensure library programs designed to increase utilisation of library facilities are developed and implemented
3	Assist CDM and NSC communications team with the management of all Library social media channels, including creation of content.	Library's social media channels are regularly updated with relevant content in line with Council's established branding guidelines.

Key Result Area Administration		
Task – Describe the Task		Standard – To what qualitative or behavioural standard should the task be performed at.
1	Purchasing	Ensure purchase orders are entered into the procurement system and goods received submitted in a timely manner as per council's purchasing policy & procedures. Maintain adequate stock levels to ensure smooth operation of the library service. Expenditure to be within adopted budget and financial delegation.
2	Maintenance	Identify and advise maintenance staff of any maintenance requirements or issues
3	Record Keeping and Statistics	Ensure library statistics and records are adequately maintained at a standard to fulfil reporting requirements.
4	Development of policies and procedures	Assist in the development of policies and procedures in consultation with Community Development Manager.
5	Provide general administrative assistance to the CDM as requested	

Key Result Area Customer Service		
Task – Describe the Task		Standard – To what qualitative or behavioural standard should the task be performed at.
1	Provide a high standard of customer service	Ensure customer service is provided in a prompt, friendly, helpful and courteous manner and in accordance with council's customer service charter
2	Provide an effective reference service	A reference service is provided to customers that enables full access to available relevant library resources

3	Undertake general circulation desk duties and deal with enquiries regarding library facilities, materials and services.	Provide lending and information services and assistance to the public, other libraries and council internal clients.
4	Co-ordinate maintenance of service areas and library collection	Co-ordinate the shelving, maintenance, processing and repair of library collections.
5	Co-ordinate programs and displays	Co-ordinate the promotion and delivery of programs and activities. Contribute to promotional, exhibition and display work.
6	Co-ordinate Mobile / Home Library Service	Ensure Mobile / Home Library Service is delivered in a safe and efficient manner to meet customer requirements.
7	Assist customers with light IT requirements relevant to Council, including: - Accessing electronic Council forms or systems, - Accessing Centrelink terminals/services located in the Library, - Bookable enquiries/assistance, - Utilising other public IT equipment in the Library (computers, scanners, printers).	Customers consider the Library to be a source of reliable, friendly and consistent assistance to access these systems.

Key Result Area Collection Development		
Task – Describe the Task		Standard – To what qualitative or behavioural standard should the task be performed at.
1	Library and information needs of the community met	Library and Information needs of the community are identified and met
2	Collection development	Identify client needs and recommend / undertake purchases to support the ongoing relevance of the library collection.

Section 4 - WORK HEALTH AND SAFETY RESPONSIBILITIES – COORDINATORS/SUPERVISORS/TEAM LEADERS

Position Tasks

Key Result Area WHS Responsibilities		
Task – Describe the Task		Standard – To what qualitative or behavioural standard should the task be performed at.
1	Provide WH&S information, training and supervision	Disseminate WH&S information to staff relevant to the specific work hazards of the area; Provide induction and refresher training to ensure ability of staff to discharge allocated work health and safety responsibilities including hazards within the workplaces, safe operating procedures, use and maintenance of Personal Protective Equipment (PPE) and safety equipment and emergency response procedures; Supervise the WH&S aspects of work undertaken by staff within the work area; and Facilitate consultative processes regarding Work health and safety issues between management and staff.
2	Undertaking Risk Assessments	Participate in, or directly supervise the undertaking of, the identification of hazards, evaluation of risks, and design and implementation of hazard control measures - applicable to research projects, teaching, field work, purchasing (plant, equipment or chemicals), service operations and minor or major works; Ensure risk assessments are recorded Monitor the performance and effectiveness of the risk management program within the work area
3	Ensure application of appropriate risk control measures	Implement hazard specific WH&S policies and guidelines and develop and periodically update WH&S procedures for management of risks specific to the work area; Ensure the provision of plant, safety systems and personal protective equipment required to control the risk of hazards in the work area; and Ensure the maintenance of plant, safety systems and personal protective equipment required to control the risk of hazards in the work area
4	Ensure procedure for hazard and accident follow-up is implemented	Assist in investigations of injuries and illnesses arising from workplace activities. Recommend corrective actions to prevent or minimise the chance of recurrence Ensure all workplace hazards are reported in a timely manner to the person(s) responsible for implementing corrective action

		Oversee the implementation of corrective action arising from accident investigation and hazard reports
5	WHS Training	Attend all required WHS training.

SECTION 5 – PERFORMANCE AGREEMENT – LIBRARY SERVICES COORDINATOR

I _____ have discussed this Position Description with my immediate supervisor and agree to the tasks, goals and standards that have been set.

I will raise with my immediate supervisor any difficulties arising with the delivery of the duties set out in the position description.

I undertake to participate in reviewing my performance with my immediate supervisor annually or more frequently if necessary.

I understand that the standards set in this position description will form the basis of my annual performance appraisal.

Signed
Employee:

Date: ____/____/____

Signed
Immediate Supervisor

Date: ____/____/____

POSITION: Library Services Coordinator

GRADE: F

LEVEL	COMPETENCIES	Yes	No
Entry			
<i>The employee has the basic skills to meet the requirements of this type of work Entry will display the selection criteria of the position</i>	• Demonstrated high standard of oral & written communication skills • Demonstrated strong customer service skills • Understanding of day-to-day Library procedures • Ability to effectively utilise Internet and Online services for research • Demonstrated understanding of Library Management Systems (Libero) • Working understanding of WH&S and EEO requirements • Working understanding of Windows, Microsoft applications etc. • Ability to work unsupervised • Demonstrated understanding of Dewey Decimal System • Demonstrated understanding of cataloguing procedures • Demonstrated ability to operate small/medium rigid truck	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
Step 1			
<i>The employee has all the skills to do this job at NSC (using Council's systems, equipment, policies, standards)</i>	Have proven competencies for Entry Level • Promote the library service to advance the full utilisation of the facilities by the public • Demonstrated ability to maintain accurate records • Implement Council policies and procedures relevant to the department • Demonstrated understanding of collection Development • Demonstrated ability to manage library stock • Demonstrated understanding of children's literature and story telling • Uses computer skills to design and produce forms and promotional materials as required • Demonstrated ability to work through customer complaints and obtain resolution • Demonstrated ability to identify and manage risks • Ability to utilise Council's systems to produce orders and undertake procurement within budget and delegation • Demonstrate effective use of Magiq for records management • Working ability to design and mount displays	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐	☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐ ☐
Step 2			

