# Library Systems and Emerging Technology Coordinator

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| **Classification:** | Band 8 | | |
| **Date Reviewed:** | July 2024 | | |
| **Department:** | Community Learning and Participation | **Directorate**: | Community Wellbeing |
| **Approved by:** | Manager Community Learning and Wellbeing | | |

## Commitment of Brimbank City Council

All employees at Brimbank City Council are expected to provide the highest standards of work to ensure that Council can achieve its Vision and meet organisational objectives. We want our leaders to be collaborative, humble, smart and hungry.




### Our Vision

A progressive, values-led, and high performing organisation where we connect and collaborate to make an impact.

### Our Values

At Brimbank, all our roles in different ways, impact and support the diverse needs of the community we serve. Our values and behaviours demonstrate what is important to us, the Brimbank team. They help build a shared understanding and guide our interactions with each other and the community.

### Strategic Priorities

- Lead with our Culture
- Invest in our People
- Improve our Systems and Adapt how we Work
- Agree our Priorities
- Engage our community
- Enhance our Services and Performance Reporting

### Position Purpose

The Library Systems and Emerging Technology Coordinator leads the library Community Information Technology (CIT) team and is responsible for the selection, implementation, monitoring, reporting and on-going management of the digital library environment, including the library website. This position manages the systems required for the libraries to function at optimum levels. This includes the provision of usage statistics of services and systems.

The position is a member of the Senior Library Leadership Team, working with the Library Unit Manager and the Coordinators to plan, develop and implement strategies and solutions in response to evidence based local needs and interests.

## Key Responsibilities

- As part of the Libraries Unit the role is required to deliver direct customer service at all service points as rostered across opening hours, including weekends and evenings
- The incumbent is required to be on call across library opening hours, including evenings and weekends as rostered
- Lead the development of the annual Library Systems and Emerging Technology Plan which supports the goals and outcomes of the Library Strategy 2020-2025, with individual objectives based on this Plan
- Lead and develop the Library CIT team as a high performing team whose main priorities are accountability, efficiency, accuracy and service to customers / stakeholders.
- Participate in the development and implementation of strategies and actions as part of the Library Leadership Team.
- Provide vision, strategic leadership and stakeholder management to ensure library ICT (Information and Communication Technology) meets community needs now and into the future.
- Identify new and emergent technologies for enhancing customer experience and develop standards and procedures that support implementation and delivery.
- Oversee the on-going operation of the library's digital presence, including the library website, providing technical expertise, day to day administration, and broad support to ensure best practices are met.
- Monitor system data integrity through developed audit control procedures to ensure compliance.
- In consultation with the Library Unit Manager lead the planning, delivery and management of the Library Management System including associated third-party applications and the online customer interface and platforms to ensure they operate to their optimal capacity.
- Develop and maintain effective working relationships with key internal and external stakeholders, including associated contract management and vendor performance reporting.
- Lead collaborative project teams within the unit and participate in organisation wide workgroups to ensure the successful delivery of project outcomes within budget and to agreed service levels, and to ensure customer satisfaction and library technology efficiency
- Develop business cases, project submissions, presentations and change requests through the ICT governance and Council budget processes and align outcomes with Council's strategic direction.
- Develop and deliver appropriate systems for data-gathering, analysis and reporting based on business performance metrics and/or user analytics to support strategic planning and decision making.
- Other duties as directed.

## Organisational Relationship/Context

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| **Reports to** | Library Unit Manager |
| **Supervises** | Senior Library Services Program Officers - CIT Team |
| | Library Services support officers - CIT |
| **Budget** | Library ITC budget |
| **Major contacts** | Library Staff |
| | Council IT Department |
| | Industry networks |
| | Library systems and IT vendors |
| | Community members |

# Accountability

This position has the authority and freedom to act within established operational, policy and budgetary guidelines, with a regular reporting mechanism. It is accountable to the Library Unit Manager for:

- Resolving complex library IT technical and software issues for customers and library staff to provide high quality services. Escalating issues that impact on the capacity of systems to deliver services to library customers and staff
- Providing analysis, advice, research and investigation for service, new technologies and program innovation and development
- Providing effective leadership of staff including performance reviews, performance management and staff development
- Managing library systems including the technical development and maintenance of these systems and the library website as identified in annual library business plans and organisational objectives
- The development of policy and procedures and implementation in relation to library systems and technology
- Resolving problems and making discretionary decisions to provide high quality maintain systems for service provision in a timely manner
- Analysis, evaluation and future directions of library service delivery in relation to library systems and technology
- An understanding is required in this role of the wider organisation and its values, behaviours and aspirations.
- Effective implementation of Council HR policies and procedures, including OHS

# Judgement and Decision Making

The position is required to use a high level of professional knowledge, experience and skills to resolve difficult and complex situations by implementing appropriate action for service delivery and continuous improvement within the framework of Council and Department goals and policies.

## Specialists Skills and Knowledge

- A thorough understanding of the role and function of public libraries in the community and how they contribute to life-long learning.
- A thorough knowledge of current and future technology service delivery within a library / community setting
- Ability to manage and lead projects, rollouts and upgrades to support the implementation of the Systems Plan
- Considerable skills in supporting IT systems within a library environment including Library Management Systems (LMS) and library self-service technology
- A thorough understanding of integration of systems including new and emerging technologies in a local government setting
- Considerable web development and design experience utilising a range of software that meets accessibility standards
- Substantial IT knowledge including PC applications, databases, hardware and software, scripting and interface languages, and web-based services and solutions
- Considerable skills in solving technical problems
- Lead and support staff in relation to IT systems, including the website
- Considerable skills in auditing and reviewing IT systems
- Considerable skills in generating and creating statistical reports and supporting community learning through IT tools and solutions
- Ability to design, maintain and review efficient workflows and procedures, with a strong commitment to continuous improvement for libraries.
- Knowledge of community engagement methodology.
- Demonstrated ability to manage change effectively.

## Management Skills

- Demonstrated skills in efficient and effective public library service delivery.
- Extensive experience in managing and mentoring staff to build a high performing team.
- Ability to consistently complete and present work of a high standard.
- Demonstrated ability to manage resources, collections, contracts, budgets and staff effectively and efficiently.
- Highly developed project management skills, with demonstrated ability to plan, implement, manage and deliver projects and improvement in processes and procedures.
- Knowledge of, and ability to, implement a range of personnel policies including recruitment, performance reviews, application of awards, EEO and OHS practices.
- Understanding of organisational policies and procedures and their application to staff.
- Demonstrated skills to contribute to the long-term staffing strategies of the Library Service.
- Excellent written and spoken communication skills with the capacity to engage stakeholders on a number of levels.
- Demonstrated ability to develop, monitor, manage and report on budgets and contracts.
- Demonstrated ability to manage time, changing workload demands and competing priorities to meet deadlines.

## Interpersonal Skills

- Highly effective communication, negotiation and conflict resolution skills, with an ability to implement appropriate action plans and strategies and manage relationships with diverse stakeholders.
- Demonstrated ability to manage self and have good self-awareness.

- Lead, motivate and develop staff by coaching and growing people to succeed in their chosen occupation and achieve their career goals.
- Ability to lead and motivate library staff to work as a team, with a commitment to working towards library and Council goals.
- Ability to work respectfully and collaboratively with council staff and other stakeholders
- Flexibility in approach to work practices, with an ability to adapt to and support change in a dynamic environment.
- Experience in managing and leading staff through change within a large and complex environment.

## Qualifications and Experience

***Mandatory:***

Bachelor level or higher qualification in Information Technology or relevant degree with relevant work experience in a library setting and/or eligibility for membership of the Australian Library and Information Association

Minimum 5 years' experience as a people leader.

Demonstrated understanding of the role of public libraries

Demonstrated experience in leading and developing staff

Substantial experience and high-level skills in IT systems, support and solving complex issues

Substantial experience in web development and interface design with an understanding of accessibility standards

Demonstrated business metrics, reporting and statistics experience

Valid Driver's licence

Working with Children Check

***Desirable:***

Experience working in a community setting

Senior public library experience and/or experience in a similar work environment

## Key Selection Criteria

- Ability to work in accordance with our values and behaviours
- Bachelor level or higher qualification in Information Technology or relevant degree with relevant work experience in a library setting and/or eligibility for membership of the Australian Library and Information Association (ALIA)
- Strong interpersonal skills to provide front facing customer service to a diverse community
- Ability to communicate a vision for contemporary library services that demonstrates strategic thinking and shows an ability to provide current and emerging technologies that meet industry best practice and achieve Department and Council objectives
- Demonstrated skills and commitment to providing excellent proactive technical support and systems maintenance of library management systems, websites and ICT applications as they apply to the delivery of a frontline customer service
- Demonstrated experience in developing innovative solutions to complex issues, manage strategic change and continuous improvement including management of staff, contractors, assets, budgets, finance, and risk

- Demonstrated high level communication skills including the ability to prepare quality written reports, deliver presentations to diverse audiences and develop positive relationships with staff, customers, and suppliers to establish strategic partnerships and networks
- Ability to lead and manage people and to work effectively with others as part of a team, including proven ability to create a positive work environment and build and maintain trust with teams and colleagues across a diverse organisation.
- Demonstrated ability to successfully manage budgets, resources and assets and to deliver projects on time.

## Child Safe

Brimbank City Council is a Child Safe organisation. Brimbank will implement all necessary measures to ensure a safe and supporting Council environment, which endeavours to promote child safe, child friendly practices. All allegations of abuse and safety concerns received by Council will be treated very seriously and acted upon in accordance with relevant policies and procedures.

## Equal Opportunity

Support the provision of a work environment that is free from harassment, discrimination and bullying and refrain from engagement in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.

Adhere to Council's Equal Opportunity policy and procedures and the Victorian Equal Opportunity Act 2010 and federal legislation regarding Equal Opportunity.

## Occupational Health and Safety

Council is committed to providing and maintaining a safe and healthy workplace for its employees, contractors, volunteers and members of the public.

- Executive – Establish, maintain, evaluate and continuously improve Council's OHS (Occupational Health and Safety) management system
- Managers, Coordinators, Team Leaders – Implement, monitor, audit, supervise and enforce conformance with Council's OHS policies, procedures and safety standards. Prepare and implement associated Departmental OHS programs. Identify and resolve Departmental OHS issues
- Employees – Everyone is an employee - Conform to Council's OHS policies, procedures, and code of conduct and safety standards. Whilst at work, all employees must:
    - Take reasonable care for their own health and safety
    - Take reasonable care for the health and safety of persons who may be affected by the employee's acts or omissions in the workplace
    - Co-operate with respect of any action taken by Council to establish and maintain occupational health and safety systems and procedures
    - Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health and safety
    - Use protective equipment or clothing provided by Council at all required times
    - Employees should immediately notify their manager in the event of an injury, near miss, damaged equipment or another workplace hazard
    - Refer: Occupational Health and Safety Act 2004

## Risk Management

- Contribute to making Brimbank as risk free as possible for all employees, residents and visitors
- Take all reasonable action to protect Council assets from damage and or loss
- Comply with Council's Risk Management Policy and Risk Management Guide.

## Managing Information

All employees have a responsibility to ensure all business records are accurately captured and managed within Council's recordkeeping systems. This includes:

- making records to support what you do that provides evidence of business transactions
- ensure records are descriptive to enable easy identification and retrieval
- ensure security of information, protect confidential, personal and sensitive information and only release information when authorised to do so
- familiarise yourself with information management policies and procedures and where possible take reasonable steps to improve recordkeeping practices in the workplace.

## Legislative Governance

Each employee has a duty and a responsibility to:

- Contribute to the development of Council's legislative governance culture
- Adhere to Council's Legislative Governance Policy
- Do all things necessary to achieve compliance with those obligations relevant to you, which are derived from law, Council policy, strategy, procedure and contracts, as soon as practicable and by the legislative due date

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## Returns

Staff may be required to submit a Return of Interests pursuant to section 81 of the Local Government Act, if appointed by the CEO as a Nominated Person or where required to by law.