



POSITION DESCRIPTION

POSITION DETAIL

Position Title	Library Services Manager	
Position Number	2601	
Department / Section	Community Services / Library	
Work Location	Northam/Wundowie Library	
Date Created/Revised	Revised April 2021	
Award / Level	Local Government Industry Award 2020	Level 9

THE ORGANISATION

Our Mission

To deliver responsive, sustainable services in a manner that preserves and enhances our environment and lifestyle.

Our skilled and professional workforce embraces our mission and corporate values; they form the basis of how we behave in the workplace and conduct the business of the Shire of Northam.

Our Corporate Values

- **Safe** - focus on importance of safety in the organisation
- **Open** - engage in two way communication, with transparency and trust
- **Accountable** – know what you are responsible for, take ownership and deliver
- **Respectful** – demonstrate respect for others skills, knowledge and differing value systems

THE POSITION	
Positions supervised	Library Staff
Reports To	Executive Manager Community Services
Summary & Objectives	<p>To plan, develop, implement, and promote an efficient, effective and responsive library service to meet the needs of the community and region.</p> <p>To lead the team of Library Staff to promote and deliver a range of planned, coordinated, innovative and cost-effective public library services and programs to the community.</p>
Responsibilities & Duties	<p><u>Position</u></p> <ul style="list-style-type: none"> • Leadership: To lead and oversee the functions of the Library team including financial, technology, planning, compliance and community engagement to achieve maximum efficiency, productivity and service excellence. • Management: Undertake the day-to-day management and direction of Shire of Northam Library Services including effective leadership/management, operations and delivery of service to customers. • Procedure: Develop, implement and review operations, policy and procedures relating to Library Services and lead the development of new procedures and methodology that are progressive and enrich and inspire the community. • Achieve outcomes: Manage and develop strategies and models that result in high-quality outcomes within the adopted budget. • Partnerships: Work with internal and external partners to create integrated services and outcomes for the Shire and community. • Staff management: Effectively manage library staff including: providing clear directions and setting appropriate standards of behaviour, delegating work appropriately, conduct staff appraisals and monitor staff development opportunities. • Reporting: Preparing regular reports as required by the Executive, Council and the State Library of Western Australian (SLWA) in accordance with Council and State requirements. Maintain accurate and relevant statistical records. • Policy: Liaise with the SLWA and provide advice to Council on matters relating to State Library Policy.

	<ul style="list-style-type: none"> • Finance: Prepare and monitor library budget and financial reports. • Library Management System: Manage and supervise the operation of the automated library management system. • Customer Service: Manage the delivery of a high level of customer services by focusing on customer needs/satisfaction through high standards of service delivery and developing customer service initiatives to continually improve service output efficiencies and effectiveness. • Any other duties consistent with the level of the position as directed. <p><u>Organisational</u></p> <ul style="list-style-type: none"> • Embrace, support and participate in change to assist in achieving the Shire's goals and objectives. • The ability to maintain strict confidentiality is an essential requirement of all employees of the Shire. • Actively participate in the ongoing development, compliance and promotion of professional customer service standards. • Recommend changes or strategies which promote a 'Continual Improvement' and 'Best Practice' approach to service delivery. • Promote, maintain and improve the working environment and practices to ensure compliance with Industrial Awards, Occupational Safety & Health, EEO legislation and Council's Policies and Procedures. <p><u>Occupational Safety & Health, Employee Requirements</u></p> <p>Employees are responsible and accountable for:</p> <ul style="list-style-type: none"> • Complying with workplace procedures for risk identification, risk assessment and risk control • Participation in activities associated with the management of workplace health and safety • Identification and reporting of health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace • Correct utilisation of appropriate personal protective equipment
<p>Authority and accountability</p>	<p>This position operates under the limited direction of the Executive Manager Community Services within clearly established guidelines, procedures and policies of Council as well as statutory provision of the Library Board Act and other legislation.</p>
<p>SELECTION CRITERIA</p>	
<p>Essential (1-15)</p>	<ol style="list-style-type: none"> 1. Hold a current unrestricted C-class national drivers' licence. 2. Provision of a current National Police Clearance. 3. Provision of a current Working with Children Check
<p>Interpersonal skills</p>	<ol style="list-style-type: none"> 4. Experience in and ability to manage a cross-cultural customer service

	<p>environment.</p> <p>5. Excellent communication and interpersonal skills, with the ability to communicate at all levels and in a team environment.</p> <p>6. Ability to gain cooperation and maintain relationships with a range of stakeholders.</p>
Judgment and problem solving	<p>7. Ability to assess and interpret information and develop suitable procedures and strategies to achieve solutions and outcomes.</p> <p>8. Ability to facilitate and promote a positive and non-discriminatory environment.</p>
Management skills	<p>9. Proven people management and supervisory experience in a public library or similar customer service environment with multiple service points.</p>
Specialist Skills and Knowledge	<p>10. Eligibility for Associate membership of the Australian Library and Information Association.</p> <p>11. Knowledge and experience in the management and delivery of library services, programs and collections.</p> <p>12. Thorough knowledge of public library practices and procedures, particularly in relation to SLWA and Tier 1 libraries.</p>
Desirable	<p>13. Qualifications in librarianship or significant experience as a leader within a library environment.</p> <p>14. 3-5 years experiencing leading and working in a library team.</p> <p>15. Understanding of community development principles and the role of libraries in community development.</p>

PRESENT INCUMBENT

Name: _____

Signature: _____ DATE: _____

EXECUTIVE MANAGER

Name: _____

Signature: _____ DATE: _____