

**DIVISION:** Community Health & Wellbeing

**POSITION NUMBER:** 100343

**DEPARTMENT:** Active Communities & Partnerships

**CLASSIFICATION:** Band 6

### **ORGANISATIONAL RELATIONSHIP**

**Reports to:** Coordinator Libraries

**Supervises:** N/A

**External Relationships:** Customers, General Public, Service Providers, External Agencies, Contractors

### **POSITION OBJECTIVES**

- Assist in maximising community utilisation of Library collections and increasing membership via developing a collection of physical and online resources tailored to meet the needs and interests of the local community.
- Guide and support the Customer Experience and Libraries team in daily collection management operations, including selection and de-selection, cataloguing, processing, collection maintenance and development.
- Use evidence-based tools, staff and customer insights and other data analysis systems to support selection and de-selection of collection items, to meet collection quality standards.

### **MANDATORY CHECKS**

A current Police Records Check.

A current Working with Children Check.

### **KEY RESPONSIBILITY AREAS**

#### **A. Accountability and Extent of Authority**

- In consultation with the Library Leadership team, manage the life cycle of the library collections from point of purchase to withdrawal and disposal.
- Manage the allocation of budgets and adherence to targets for physical and online resources, to meet the needs of the community and the broader library objectives.
- Adhere to established service standards and procedures.
- Resolve collection management issues and draw on best practice standards across the sector.
- Responsible for the provision of accurate and timely information to internal and external customers.
- Develop and improve collection management policies and procedures.
- Responsible for the timely preparation of data analysis, reporting and recommendations.
- Support the objectives of the Council Plan, Municipal Public Health and Wellbeing Plan, the Customer Service Charter and the library team strategic plan.

#### **B. Judgement and Decision Making**

- Work under limited supervision and make appropriate decisions under pressure, within limited time frames relating to collection development matters.
- Apply problem solving and analytical skills for resolving customer enquiries and for integrating learnings into work practices and process improvements with support and supervision.

- Contribute to the strategic direction of the library as part of the libraries leadership team.

### **C. Specialist Skills and Knowledge**

- Demonstrated experience in working in a customer service and library environment.
- Sound skills in collection management including experience in cataloguing and processing procedures, to accepted standards
- Source and interpret data that assists in planning, decision making and proactive marketing of library service offerings.
- Ability to accurately complete budget forecasting and effectively align spending to best value outcomes, based on customer needs and strategic objectives.
- Ensure the library collection is reflective of community interests, demands and technological advances, particularly for underrepresented groups within the library membership.
- Demonstrated research skills with a proactive approach to problem solving.
- Commitment to innovation, using initiative and by seeking new products, managing projects, critical thinking, value for money, economies of scale, sector collaborations and process improvements.
- Demonstrated business acumen to work with a broad range of computer-based business systems including library management systems, data analysis and finance systems.

### **D. Management Skills**

- Manage own time, set priorities, plan and organise own work in order to efficiently achieve set objectives within the resources available, within a set time frame and despite conflicting pressures.
- Guide team members in providing quality collection management advice and service to customers.
- Provide strategic direction and leadership support to library team members.
- Maintain internal relationships with individuals and teams across the organisation to understand their business/services and implement improvements relating to customer experience and productivity.
- Contribute to the development and direction of team objectives and work effectively both within a team environment and independently.

### **E. Interpersonal Skills**

- Communicate effectively, build relationships and gain assistance from internal and external stakeholders, agencies customers and staff.
- Excellent oral, written, presentation skills.
- Effective conflict resolution skills.
- Display initiative, energy and decisiveness, be flexible, adaptable and optimistic applying a 'can do' attitude.
- Deal discretely and tactfully with confidential and sensitive matters.
- Commitment to form sector wide networks and vendor relationships to benefit the library.
- Maintain internal relationships with individuals and teams across the organisation to understand their business and services and collaborate on program initiatives to enhance or broaden outcomes.

### **F. Qualifications and Experience**

- Tertiary qualification in information management, data analysis or equivalent is desirable, or a lesser qualification together with substantial experience in planning, delivering, implementing and evaluating library collections.
- Sound knowledge of collection management standards, processes, and promotions.

- Demonstrated experience in change management, innovation and process improvement.

### **KEY SELECTION CRITERIA**

Key Selection Criteria will be based on the skills and knowledge required in relation to:

- Demonstrated experience providing a high level of collection management and customer service in a dynamic team-based environment.
- Ability to identify and implement continuous improvement initiatives in collection management.
- Sound business acumen to work with a broad range of computer-based business systems including library management systems and finance systems.
- Demonstrated ability to liaise effectively with internal and external stakeholders, agencies and customers.
- Demonstrated ability to assist in staff development to improve team culture and service standards.