

POSITION DESCRIPTION

POSTION	LIBRARY COORDINATOR
SECTION/WORK UNIT	Customer Experience
AWARD CLASSIFICATION	Band 6
HOURS OF WORK	Permanent Full-time 70 hours per fortnight
CONDITIONS OF EMPLOYMENT	Geelong Regional Library Enterprise Agreement (2020) and successors
REPORTS TO	Operations Manager, City and Urban
OCCUPANT	VACANT
APPROVED BY	Director, Customer Experience
DATE	August 2022

WHO WE ARE

The Geelong Regional Library Corporation's (GRLC) purpose is to provide *a thriving public library service that boosts our communities' health, prosperity, connectedness and belonging*. This is particularly pertinent as we contribute to the recovery of our region during and post pandemic.

We are a consistently recognised leader in Victoria's public library sector and provide services across the five local government areas that are part of the G21 region. This includes 19 libraries and 3 mobile library services, with five new libraries planned to open by 2025.

We create safe and welcoming spaces for everyone and host a rich calendar of learning and cultural programs and events with live audiences and via online platforms.

We continue to embed an organisational culture that is curious, caring, skilled and confident to experiment during these transformative times.

We are focussed on establishing strategic transformative frameworks and systems that will ensure we are known as a sustainable, well governed, and future focussed organisation.

We aspire to be regional leaders in technology and innovation so that, as the custodians and distributors of accumulated knowledge and resources, we can ensure universal access for everyone in our growing region, whether online, in our libraries, or through outreach and innovative partnerships.

POSITION OBJECTIVE

Lead, develop and coach individuals and capable teams to deliver exemplary library services and programs optimising customer experiences

Lead the delivery of library and information services onsite to ensure the facilities and collections are vibrant, safe, welcoming, and inclusive spaces

Develop and nurture partnerships with relevant community stakeholders to increase visitation and activation of library spaces

As a member of the library leadership team, contribute to GRLC forward planning processes, particularly in relation to the needs of the local community

ROLE RESPONSIBILITIES

Lead the day-to-day operations and administration, including working rostered desk shifts, ensuring optimal standards of customer experience

Oversee the maintenance and development of the library facility, collection, furniture, and layout to facilitate social connection and the 'community lounge room'

Lead, engage, coach, and support the development of team members to facilitate an accountable culture

Facilitate the development of a safe and inclusive culture for staff and the community, which is reflected in library spaces, services, and programs

Liaise with key local stakeholders to activate spaces with creative and engaging events and programs

Develop and nurture targeted partnerships with local community stakeholders to achieve identified strategic goals

Regularly scan to identify community needs, gaps, and opportunities to ensure a proactive and collaborative approach

CLASSIFICATION DEFINITIONS

ACCOUNTABILITY AND EXTENT OF AUTHORITY

Efficient and effective day-to-day management of the library, to ensure the facility is adequately staffed to deliver customer service, library activities and regular tasks

In liaison with the relevant Manager, responsible for maintaining collections within the branch in accordance with the Collection Development Policy and established procedures

Ensure that venue hire within the facility operates efficiently and in accordance with guidelines and policies

Accountable for site emergency preparedness, response plans and evacuation drills in line with emergency response responsibilities at the site

Monitor branch expenditure to ensure it is in accordance with budget, and make recommendations for capital, operational and budget considerations

Contribute to the development and implementation of policies, plans, strategies, and procedures for the library service relevant to area of responsibility

Ensure Health, Safety and Wellbeing and other legislative requirements are met in relation to areas of responsibility, and that staff are aware of and trained in relevant policies, procedures, and safe work practices

Liaise with and work in partnership with the relevant Manager for performance planning and performance management where there is shared responsibility for staff outcomes, for example Children's and Youth Services or Information Services staff

Contribute to the development of policies, plans, strategies, and procedures for the library service relevant to area of responsibility, and report regularly to the Operations Manager on progress and implementation

Ensure staff understand and demonstrate library policies and procedures

Notify relevant maintenance contacts in relation to the repair and maintenance of the library and follow up as required

JUDGEMENT AND DECISION MAKING

Demonstrated ability to think strategically, creatively and problem solve, to develop innovative approaches, methods and processes utilising relevant knowledge, experience, and procedures

Ability to make informed and sound decisions regarding the operational delivery of customer service, facility operation and rostering of staff

Demonstrated ability to assist and provide guidance to team members to resolve issues

Deliver work plans and actions based on agreed resources and alternatives

Guidance from the Operations Manager is available as required

MANAGEMENT SKILLS

Demonstrated understanding of personnel practices relating to the recruitment and management of staff, while demonstrating high levels of personal resilience

Proven ability to effectively lead a team by utilising skills in performance management and change management

Ability to manage time effectively, prioritise and plan own work and that of staff to achieve short- and long-term library objectives

Ability to adapt to a changing environment, and contribute to continuous improvement within the library's strategic plan and policy context

Well-developed project management skills to ensure that projects and service wide initiatives are delivered effectively

INTERPERSONAL SKILLS

Excellent interpersonal skills with the ability to develop rapport, foster partnerships and work effectively with a broad range of stakeholders from diverse backgrounds

Excellent communication skills, both verbal and written, with the ability to produce reports, plans, policies, and procedures, and represent the corporation at appropriate meetings and forums

Strong customer service skills with the ability to engage with customers confidently and proactively

Strong conflict resolution skills, with the ability to de-escalate and resolve interpersonal conflict between team members or community

SPECIALIST SKILLS AND KNOWLEDGE

Specialist skills and understanding of library management practices

Demonstrated understanding of the role of public libraries in communities and a community-centred approach to service delivery

Demonstrated knowledge of community development and customer engagement principles

Ability to plan, develop, deliver, and evaluate community programs and activities

Demonstrated knowledge of Australian Library and Information Association national standards and guidelines, current library industry trends and policy

Demonstrated awareness of emerging technology applications, equipment and digital products

Demonstrated skill in the use of Microsoft Office and library management systems

Ability to troubleshoot information technology issues and problems as first port of call and liaise with relevant staff to ensure that information technology equipment is maintained appropriately

Awareness of and ability to implement library plan, policies, procedures, and strategies to meet the goals of the Corporation

QUALIFICATIONS, CERTIFICATIONS AND EXPERIENCE

A tertiary qualification together with extensive experience in leading teams is essential

A tertiary qualification which provides eligibility for professional Associate membership (librarian) of the Australian Library and Information Association (ALIA) with experience in leading library teams is desirable

Experience working in a library environment, preferably in a public library, is desirable

Current Victorian Drivers Licence

Current Police Check

Current Working with Children's Check - Mandatory

First Aid qualification or willingness to attain

KEY SELECTION CRITERIA

Demonstrated understanding of the role of public libraries in communities and a customer focused approach to service delivery

Ability to implement a range of programs, activities, and services in the context of community building, lifelong learning, and literacy development

High level communication and interpersonal skills, including the capability to build relationships with diverse community members and maintain partnerships with key stakeholders

Demonstrated ability to lead teams, develop and coach individuals within a continuous improvement environment.

Possess a high level of personal resilience

Demonstrated ability to problem solve issues regarding the operational delivery of customer service, facility operation and staff rostering

Demonstrated ability to create a positive work environment and in leading and coaching teams to excel

ORGANISATIONAL RESPONSIBILITIES

Library Plan

Contribute to the achievement of the vision, mission and goals through the strategies and actions articulated in the Library Plan

Adopt and model GRLC's values embodied in the service principles articulated in the Library Plan

Intellectual freedom

Equity and access

Community focus and engagement

Innovation

Collaboration

Workforce support and development

Integrity and service excellence

Good governance

Occupational Health & Safety

Adhere to all Occupational Health and Safety policies and procedures including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes

Take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions in our workplace

Culture

Contribute to a more flexible, resilient, and proactive culture by participating in organisational and strategic teams

Practice and promote EEO principles by treating fellow staff fairly and equitably and without discrimination and harassment

Promote library spaces and services as welcoming, safe and inclusive through high professional standards and via the provision of services in a courteous and kind manner

Ensure awareness and adherence to all Geelong Regional Library Corporation policies and procedures

ORGANISATIONAL RELATIONSHIPS

Reports to: Operations Manager

Directly supervises: Local branch staff as rostered
Work placement and work experience students

Internal Liaisons: All staff

External Liaisons: Library users
Key local stakeholders
Victorian Public Library colleagues
External suppliers, contractors, and service providers
Cultural precinct organisations
Member Council staff

OTHER RELEVANT INFORMATION

The Library Coordinator position is classified as Band 6 within the Geelong Regional Library Corporation Enterprise Agreement 2020 and the salary is currently \$86,728 plus 10.5% superannuation

Vision Super scheme is the default fund as determined in this agreement. Annual, sick, and long service leave accruals will apply pursuant to the Agreement

A six-month probation period applies

It is an expectation that all GRLC employees will perform their job professionally, respectfully, and pleasantly, in accordance with the principles and practices of workplace diversity, workplace participation and in support of a safe working environment

GRLC is a child safe, and child friendly organisation committed to ensuring that all children who visit our libraries have the right to feel and be safe. Appointments to positions are subject to successful applicants providing valid Working with Children and Police checks

GRLC values equal opportunity and strives to create an inclusive and welcoming work environment that represents the diverse community we service. Applications from Aboriginal and Torres Strait Islander people are encouraged

We encourage expressions of interest and applications from people with a lived experience of disability, or long-term illness or injury and people of all abilities, cultures, ages, sex, and gender

HAVE YOU GOT QUESTIONS?

Enquiries: Please contact Justine Hanna, Operations Manager, City and Urban: 0417 492 518