

Position Description

Title:	Coordinator Library Collection and Access Services
Classification:	General Officer Schedule Level 5
Department:	Library Services
Current Occupant:	
This Position Reports To:	Manager Library Services
Reporting To This Position:	Library Experience Officers
Location:	Nuriootpa Library Branch
Date Last Reviewed:	August 2023
Approved by:	Director Community and Development Services

Corporate Objectives

All Employees of Council contribute to Council's strategic goals and objectives. The *Barossa Community Plan 2020 – 2040* lays the foundation for all strategic decisions made by Council and is supported by a *Corporate Plan*. The Community Plan provides a clear strategic direction across a range of areas, as well as serving as an overarching guide to measure our decision making and successful delivery of service. The Community Plan shows commitment to the values of **Land and Place**, **Community**, **Leadership** and **Achievement** with targets that reflect six key themes:



Natural Environment and Built Environment



Health and Wellbeing



Community and Culture



Business and Employment



Infrastructure



How we Work, Good Governance

Customer Service

Council values its customers and strives to provide the right people, efficient processes and systems to deliver a quality customer experience. Every role within Council serves an internal or external customer and we are committed to ensuring that customers are at the centre of everything we do.

Constructive Culture

The Barossa Council is committed to developing a constructive culture that supports employees, Council and the Community to achieve our goals. The behaviours of a constructive organisational culture consist of four main constructive styles:

- 1 Achievement** Pursue a standard of excellence, set challenging but realistic goals and work towards them with enthusiasm.
- 2 Self-Actualising** Maintain personal integrity, enjoy work, self-develop and take an interest in growth and improvement activities.
- 3 Humanistic-Encouraging** Be supportive of others in and outside the workplace and constructive in their dealings with one another.
- 4 Affiliative** Be friendly, sensitive, and cooperate with others.

Staff Values

Our values support our organisational culture and include **Honesty and Integrity, Transparency, Communication and Teamwork.**

premium wine food tourism heritage lifestyle community



Position Overview

Accountable for the provision and coordination of effective Library Services that supports prioritisation of high-quality customer service and the delivery of contemporary collection services that contributes towards the promotion of lifelong learning, community strengthening and social interaction.

Key Responsibilities

Library Collection Coordination

- Provide oversight and direction to support team collaboration and effective service delivery that contributes to the smooth and efficient day to day operations of Library Services with particular focus on Library Collection and Access Services.
- Lead the development of all Library collections, the selection, ordering and de-selection of library resources in all formats within guidelines and allocated budget.
- Oversee Council's Home Library Services ensuring service delivery standards are maintained, evaluated and are relevant to community needs.
- Lead best practice collection development and management activities to support community reading, information and learning needs.
- Oversee the accurate and effective management and maintenance of the library catalogue database and actively maintain collection services processes in line with Collection guidelines.
- Provide overall supervision of processing customer purchase requests and inter-library loans and develop ways to identify and address collection gaps.
- In collaboration, contribute towards the development and renewal of policies and processes as they relate to Collection Services.
- In consultation with the Manager Library Services, develop strategies to promote Library collections to existing and potential customers to ensure a high turnover of collections.
- Identify and build relationships with key library supplier representatives so as to ensure access to a diverse collection portfolio to ensure Collections remain relevant and meet the needs of customers.
- Report upon and analyse relevant collection statistics and key metrics to identify current usage trends and ensure the continued relevance, currency and effectiveness of book, serials and electronic resources.
- Provide coordination, recruitment, training and oversight of relevant Library Volunteers to ensure high quality service delivery and a positive Volunteer experience.
- Contribute towards continuous improvement and best practice projects, strategies and ideas that promote contemporising Library Services and Council's collection through the provision of support to project implementation as required.
- Represent The Barossa Council through participation in through networking and forums, build relationships and with other libraries and relevant stakeholders and participate positively in external events linked to Library and Collection Services so as to maintain current industry knowledge and connections.
- Contribute towards continuous improvement initiatives by maintaining up to date awareness of our customers and the professional library sector.

Leadership

- Demonstrate and provide leadership and support in the area of Library Services using best practice and inspiring leadership skills to ensure engaged and motivated staff, organisational values-aligned behaviour and optimal delivery of Library Service levels.
- Enhance operational service delivery through meaningful and effective day to day management that builds team capability through constructive mentoring and coaching to reach continuous improvement outcomes aligned with the direction of the business unit and library objectives.
- Foster a constructive team culture by role modelling, supporting and supervising team members to work collaboratively across Library Services and empowering staff to take initiative.
- Influence team performance through the application of modern people management and leadership practices including the management of key processes associated with staff performance enhancement and the review and identification of training needs.
- Work in conjunction with the team to deliver high quality, innovative services and consistent high-performance in accordance with Council's performance development policies and processes.
- Professionally represent the Barossa Council at external meetings and provide accurate and professional advice, guidance and administration in line with policy, process and organisation's service levels.
- Contribute to best practice in accordance with relevant legislation, Council policies, processes, internal controls and agreed strategic direction as it relates to library experience and programs and the broader Library Services department.

Finance and Procurement

- Operate within budget and resource constraints, monitoring and reporting as required.
- Strictly apply Council's Procurement and Financial Delegation policies and guidelines to obtain goods and services for Council in an ethical, optimal and appropriate manner.
- Support the development of reports and budgets, including quarterly reports and stocktake for assets, related to Library Services outcomes and achievements and make appropriate and informed recommendations to the Manager Library Services.
- Assist in the review, monitoring and analysis of data related to the Library Services financial performance and trends and utilise this information to provide recommendations for business improvement and inform progressive action.
- Assist in the preparation and monitoring of the Annual Budget (in accordance with Council's Annual Budget & Business Plan and Review Policy) in consultation with Manager Library Services.

Collaborative Customer and Library Services

- Perform a broad range of routine activities and functions that contribute to the smooth and efficient day to day operation of Council's Library Services.
- Assist in community lifelong learning related to technology through supporting customers to effectively use the internet, access social media and generally navigate computers and photocopiers as required.
- Support the broader library operations through the provision of high-quality customer and desk services.
- Provide quality information advice, reference, reader development and customer service to library users as part of frontline service teams.
- Actively contribute towards a professional and contemporary library image by taking pride in the presentation of public and communal areas ensuring a consistently welcoming and tidy appearance, regular maintenance and renewal of displays and accurate Library shelving in accordance with signage and promotional material standards.
- Undertake all duties in accordance with legislation and Council policy and process in order to ensure the delivery of consistent and compliant services, duties and activities.
- Work flexibly across all library sites as required.

Authority, Responsibility and Accountability

The Coordinator Library Collection and Access Services is authorised to:

- Work under general direction and exercise a degree of autonomy and professional judgement within Library Services area with assistance available when required.
- Apply a high level of knowledge and skills and adhere to established work practices.
- Exercise initiative and judgement where procedures are not clearly defined.
- Make decisions within the scope of legislative requirements and processes.
- Make decisions which are consistent and meet with Council's policy, processes and objectives and based on data, knowledge and research.
- Provide specialist advice to stakeholders of The Barossa Library as it relates to existing policy and process.
- Perform all duties and responsibilities within delegated authority.

The Coordinator Library Collection and Access Services is responsible to:

- Ensure all work is undertaken in accordance with relevant legislation and within delegated authority.
- Maintain compliance with and awareness of all Council/Administration policies.
- Maintain compliance with and awareness of all Risk Management systems including Work Health Safety (WHS), Injury Management and Return to Work to ensure safety and welfare of self and others in the workplace.
- Undertake duties as a Worker in accordance with obligations under the Work Health and Safety Act 2012.
- Deliver a quality customer experience in accordance with Council's Customer Service Charter.

The Coordinator Library Collection and Access Services is accountable to the Manager Library Services for performance primarily determined upon:

- Achievement of key responsibilities as outlined in this position description to contribute to and support Council's Corporate Plan, Annual Budget and Business Plan and Department Plans.
- Achievement of actions as detailed in Performance Partnering (PP).
- Relationship with internal and external customers.
- Achievement of quality, cost effective and timely outcomes of projects and programs.

- The nurturing and development of a participative environment where staff at all levels are encouraged to contribute to the development of a productive and rewarding organisation.

Position Competency Profile

Position competency profiles are assessed on an annual basis via a Training Needs Analysis and during Performance Partnering.

<p>Knowledge and Skills</p>	<p>Specialist/Technical Skills and Knowledge</p> <ul style="list-style-type: none"> • Sound knowledge and understanding of contemporary Library Services. • High level knowledge and sound understanding of issues and processes involved in collection development and maintenance. • Demonstrated knowledge of best practice and the latest technology which is or can be potentially employed in the collection development processes to address the changing needs of the community. • Exceptional customer service skills with knowledge of customer service principles as they apply to Council and the Library. • Sound knowledge of library work practices and processes. • Established ICT skills with basic trouble shooting ability and knowledge of the internet, social media and office equipment. • An understanding of and ability to follow Council's policies and processes with particular emphasis on Council's Customer Services Charter. • Knowledge of the Council region and its services. <p>Leadership</p> <ul style="list-style-type: none"> • Knowledge and understanding of contemporary Human Resource Management practices. • Sound knowledge and skills relating to the management of day-to-day transactional activity pertaining to people management. • Sound skills in the planning and scheduling of work and resources in order to achieve agreed outcomes. • Sound knowledge and demonstrated capability relating to the management of staff with the ability to lead and influence constructive workplace behaviour. <p>Local Government</p> <ul style="list-style-type: none"> • Comprehensive knowledge of Council policies relevant to the section/department and/or strong ability to upskill and learn relevant policies and processes. • Understanding of Council's organisational structure, operations, procedures, values and objectives. <p>Comprehensive knowledge of statutory requirements relevant to the discipline.</p>
<p>Personal Attributes:</p>	<ul style="list-style-type: none"> • Excellent interpersonal skills including the ability to build and sustain positive working relationships with staff and key stakeholders and related industry and community interest groups. • High level of time management and organisational skills in order to plan and prioritise tasks and meet competing deadlines and objectives. • Ability to provide leadership to a team through high level of self-awareness, ability to build relationships and to empower others. • Demonstrated accurate and professional written, verbal, interpersonal, empathetic and consultative communication skills. • Highly attentive to detail with the ability to produce accurate work. • Practical and professional approach to problem solving, negotiation and conflict resolution. • Demonstrated high level of personal integrity and ethics with the ability to maintain confidentiality and discretion.

	<ul style="list-style-type: none"> • Team oriented approach to work with demonstrated ability to work collaboratively and to coordinate information flows within the team and across the other business areas. • Professional with the ability to positively promote and enhance the image of Council and undertake work with a sense of optimism and pride. • Demonstrated sound understanding of effective research methodologies. • Effective change management and continuous improvement skills. • High level customer service capability with sound understanding of customer service principles. • Willingness to work across sections within Library Services.
Corporate Applications:	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Microsoft Office Word, Excel, Outlook <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Pathway • HPE Content Manager • Canva • MS Publisher • Social Media Platforms • Adobe Creative Suite • One Card Network Sirsi Dynix
Qualifications:	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Relevant tertiary qualification in Library/Information Studies or relevant experience attained through previous appointments.
Experience:	<p><u>Essential</u></p> <ul style="list-style-type: none"> • Sound discipline knowledge gained through previous experience, training or education. • Demonstrated experience in contemporary Library Services. • Collection services management experience. • Experience in leading a team. • Demonstrated experience in the provision of high-quality customer service principles as they apply to Council and the Library. • Experience dealing with a broad range of stakeholders and their various interests. • Experience operating in an environment that requires the ability to work across various and competing activities and priorities. • Experience utilising various ICT systems and programs. <p><u>Desirable</u></p> <ul style="list-style-type: none"> • Experience in maintaining digital platforms, including websites and social media. • Volunteers' management experience. • Experience in policy writing and development. • Experience in budget management.
Licences/Tickets:	<ul style="list-style-type: none"> • Drivers Licence (Class C) • Criminal History Assessment (Working with Children Check) • Child Safe Environment (Mandated Notification) training is essential, or willingness to undertake training.

Employee Signature

Date

Manager Signature

Date