

Librarian

POSITION DESCRIPTION



Position Number:	1838
Department:	Community Services
Section:	Communities and Culture
Unit:	Library and Child Services
Position Status:	Casual
Classification:	Level 4/5 – Rockhampton Regional Council Certified Agreement 2018 – Internal Employees
Reports To:	Supervisor Client Services
Revised:	September 2021

General Position Statement

This position supports Council's direction by providing high quality customer and collection services, to enable library visitors to access and enjoy library resources, facilities and programs.

Performance standards and expectations relating to this position will be detailed in the individual performance plan.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Work as part of a team to ensure the day-to-day operations of a library branch (including circulation, shelving and programming) are delivered effectively and efficiently in accordance with policies and procedures, required outcomes and timeframes.
- Provide excellent customer service to library clients and visitors, and deal appropriately and effectively with complaints and feedback.
- Support other library staff with guidance, task supervision and on the job training, to contribute to a high performing team that is cohesive, well-trained and provides quality customer service to all library visitors.
- Prepare and deliver engaging programs, events and training sessions as required, to promote library services, literacy development and lifelong learning.
- Promote the use of new and emerging technologies and digital resources in libraries, assist library staff and clients to develop their digital literacy skills, and provide assistance with troubleshooting and resolving technical issues as required.
- Provide highly effective reference and reader advisory services to a diverse range of clients to ensure equitable access to library resources and information.
- Undertake collection maintenance and collection development work, including acquisitions, processing, deaccessioning and cataloguing as required and in accordance with policy and direction.
- Refer matters that may impact upon the business, Council and employees to the relevant Supervisor, Coordinator or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

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Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Passion and strong commitment to promote libraries as community hubs for reading, relaxation, learning and literacy, through a variety of customer resources and services.
- A strong focus on the provision of quality customer service and an ability to deal appropriately and effectively with complaints/feedback, utilising excellent customer service, interpersonal and communication (oral and written) skills.
- Ability to effectively supervise and support staff in achieving team goals, and sound conflict resolution and negotiation skills.
- Effective time management, organisational and planning skills, and the ability to achieve required outcomes within timeframes.
- Ability to prepare, deliver and evaluate programs and activities that promote community awareness and development, driving increased library usage and engagement.
- Strong interest in the integration and promotion of new and emerging technologies in libraries with a willingness to support and develop community use.
- Knowledge and experience of work practices, procedures and activities relevant to public libraries, including highly developed reference and reader advisory skills, awareness of print and digital resources, and collection development, maintenance and cataloguing skills.
- Ability to effectively operate Council's computer systems including the Ci Anywhere Suite (R1 and ECM), library management software, tablets, RFID and the MS Office Suite.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.

Qualifications and Experience

- Proven experience in a public library environment with demonstrated skills in the provision and supervision of client services.
- Blue Card for working with Children and Young People. This position falls under the definition of regulated employment in the *Working with Children (Risk Management and Screening) Act 2000* and as such, persons seeking engagement in this position must undergo screening checks under the blue card system administered by the Department of Justice and Attorney-General.

Desirable Qualifications and Experience

- Qualifications relevant to the duties of the position (eg. Bachelor or post-graduate qualification in Library and Information Science) or a degree in a related discipline.

Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.

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- **Safety** – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council’s Health and Safety Duty Statements and associated safety policies / procedures.
- **Code of Conduct** – Ensure that your behaviour is aligned with the Code of Conduct.
- **Council Values** – Ensure that your behaviour is aligned with the values statement adopted by Council. *One Team, Accountable, Customer Focused, Continuous Improvement and People Development*

Work Environment and Physical Demands

- This position is an indoor role and will require the employee to carry out physical tasks which may include manual handling of up to 15kg, repetitive bending, kneeling, twisting and/or squatting.

Additional Requirements

- Ability to work in a library environment
- Ability to work at different sites in accordance with the library roster
- Availability to work on evening and weekend shifts as required for the library roster.
- Ability to legally operate a motor vehicle under a “C” Class Licence.
- A willingness to undertake a Functional Capacity Evaluation to satisfy the inherent physical requirements of the position.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council’s Intranet.

Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	