

Position Description

Position Title	Coordinator Library Services		
Level	8	Position Number	5141
Department Service Area	Library Services		
Directorate	Community Engagement		
Position Accountable To	Manager Communications and Customer Engagement		

Position Accountable For:

Position Title	Level	Number of staff
Library Technician	6	1
Library Officer	4-6	5
Library Officer – Children and Families	5	1
Mobile Library Officer	4	1
Casual Library Staff		
Volunteers & Work Placement Students		

Liases with

Internal: All Staff and Councillors

External (Includes but not limited to): Library members, business groups, contractors, suppliers, government bodies, consultants, community members, community groups and other stakeholders.

Shire of Serpentine Jarrahdale Values:

We focus on the customer

We Do

- Our customers are at the core of everything we do
- We deliver consistently high service internally and externally
- We respect each other and our customers

We Don't

- Ignore or unnecessarily delay customer enquiries
- Treat people with disrespect
- Speak negatively about the Shire, Officers or Councillors

We do the right thing

We Do

- Act with integrity, honesty and respect
- Create a sustainable environment for our people and the community
- We do what we say and we say what we do

We Don't

- Engage in aggressive or passive aggressive behaviour or treat each other with contempt.
- Break the rules
- Waste

We act Safely

We Do

- We always put safety first
- We take active responsibility for the safety of ourselves and our colleagues
- We care about each other and the environment.

We Don't

- Take safety short cuts
- Shun our safety responsibilities
- Harm ourselves or the environment

We work as a team

We Do

- Work together and help each other
- Consider our impact on others
- Take time to celebrate milestones and success

We Don't

- Buy into gossip
- Share information inappropriately
- Expect to see blame, negativity or judging

Our Values

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Position Summary:

The Coordinator Library Services role will be responsible for the day to day operations of the Shire of Serpentine Jarrahdale Library located in Byford, including:

- Lead develop and coach individuals and capable teams to deliver exemplary services and programs optimising customer and visitor experiences.
- Provide high quality, community focused library & information services and programs.
- Develop and nurture partnerships with relevant community stakeholders.
- Carry out administrative and service operations of the Branch Library.
- Fulfil the objectives of the Shire of Serpentine Jarrahdale Library Services in accordance with approved plans, policies, procedures and guidelines.
- Contribute to Shire of Serpentine Jarrahdale forward planning processes, particularly in relation to the needs of the local community.

Responsibilities of Position:

Listed below are the primary Key Result areas of the position. The list is not exhaustive, and the occupant of the position may be required to undertake other duties that could reasonably be expected of a person occupying a position at this level

Key Result Area	Position Responsibilities
Strategic management and planning	<ul style="list-style-type: none"> • Provide professional support to the Manager Communications and Customer Engagement for the strategic planning, development and management of the Shire of Serpentine Jarrahdale Library Services. • Contribute to the State Public Library Network. • Contribute to the Library service team plan. • Identify, develop and manage innovative projects that contribute to increasing the capacity of the community to access and use library services.
Program delivery	<ul style="list-style-type: none"> • Coordinate development and participate in delivery of library events and programs supporting community building, at the library, external venues. • Partner with Shire staff and Community Groups to contribute to the delivery of community programs and activities. • Monitor developments in library practice and technology and consult with the library team to implement where appropriate. • Actively contribute to library and shire marketing programs.
Financial responsibilities	<ul style="list-style-type: none"> • Provide input into the preparation, implementation and monitoring of the library services budget for the consideration of the manager of Library Services. • Monitor developments in library practice and technology and consult with the library team to implement where appropriate. • Assist in the procurement of goods and services. • Monitor Library programs budgets. • Assist with seeking external funding for library services and programs.
Operational management	<ul style="list-style-type: none"> • Coordinate the daily operational functions of the library service including security building maintenance collection floor, workroom and community meeting spaces. • Report to Manager Communications and Customer Engagement services on operational matters on a regular basis.

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Key Result Area	Position Responsibilities
	<ul style="list-style-type: none"> • Develop, review and document work processes to ensure that services are provided in an efficient effective, safe and friendly manner. • Coordinate the selection, acquisition, cataloguing and weeding of the library collection including the Community History Collection, to meet community needs. • Assist with the provision of the mobile library service.
Supervision of staff	<ul style="list-style-type: none"> • When required assist with recruitment, selection, induction training and development of library staff. • Assist with the induction, training, development and supervision of Library Officers, Library Technicians volunteers and work placement students. • Supervise Library officers, Library Technicians and conduct Annual Performance reviews that are completed on time and within the bounds of the council performance review policy. • Coordinate staff rosters. • Ensure compliance with all Legislation and policy requirements in relations to personnel management.
Customer service	<ul style="list-style-type: none"> • Liaise with community members, community groups and shire staff. • Proactively engage with customers with general, directional reference and information technology enquiries. • When required assist library staff in the resolution of customer complaints in accordance with policies and procedures. • Participate in the delivery of programs and events when required. • Undertake front counter duties. • Develop effective working relationships across the Shire and Community groups and individuals.
WHS Responsibility	<ul style="list-style-type: none"> • Take appropriate action to maintain the health and safety of self, other employees, workers and visitors. • Report hazards, incidents and accidents promptly, in accordance with procedure and takes part in investigation as necessary. • Participate in workplace risk assessments and the identification and control of hazards. • Comply with all identified legislation, codes, standards, policies and procedures to maintain safe working environment. • Be familiar with fire, safety and security provisions within the workplace and participates regularly in planned drills. • Seek assistance from supervisor when in doubt of own competence or if issues of concern arise. • Attend scheduled training as required.
Maintain Integrity of Shire's Values and Standards	<ul style="list-style-type: none"> ▪ Apply the Shire's values every day. ▪ Compliance with the Shire's Code of Conduct. ▪ Comply with all statutory obligations including the Local Government Act and Equal Opportunity Act. ▪ Adhere to the provisions of the State Records Act and the Shire's Record Keeping Plan at all times - creating records which would not otherwise be created, registering them into electronic and/or paper systems and retaining and protecting records as required. ▪ Other duties as requested by Manager Communications and Customer Engagement.

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Selection Criteria

Applicants are not required to address each element of the selection criteria, though should provide sufficient information so as to enable the selection panel to make an informed assessment of their suitability for this position.

Essential Criteria

1. Tertiary qualifications in librarianship.
2. Demonstrated skills and experience in implementing and promoting community-based library services and programs that lead and drive change in the delivery of contemporary library service.
3. Demonstrated High level interpersonal, and verbal and written communication skills including problem solving, negotiation and dispute resolution Proven ability to motivate, lead and manage teams to maximise their performance and job satisfaction.
4. First aid certificate Working with Children check, Police Clearance and C Class drivers' licence.

Desirable Criteria

1. Previous public library experience.
2. Comprehensive knowledge and skills in the application of an automated library management system.
3. Staff rostering
4. Knowledge of Local government policies and procedures

Reviewed by:	Kylie Pitman
Position:	Communications and Customer Engagement Project Manager
Date:	May 2023