

Position Description

POSITION DETAILS	
Date of PD	August 2018
Position Title	Branch Services Coordinator
Position Grade	13
Directorate Business Unit	Community Services Social and Community Services
Reports to	Service Manager Library Services
Physical Requirements Category	Category 1 – Desk role with Ergonomic Requirements

POSITION OVERVIEW

This position is responsible for the supervision of branch services across the library network and develop strong linkages between branches and specialist library services.

KEY RESPONSIBILITIES

- Lead, supervise and mentor the Branch Librarians to provide a high quality information and customer service, including regular visits to each branch
- Responsible for the recruitment, supervision, professional development and performance management of Branch Librarians
- Lead, supervise and mentor the Branch Librarians in developing outreach programs and undertaking quality community engagement and capacity building
- Coordinate the library courier service, including relevant contract management responsibilities,
- Provide supervision and support to Branch Librarians to ensure the physical environment of each branch, including building, furniture and collections, are maintained to a high standard
- Develop and deliver appropriate training programs for branch staff
- Supervise branch librarians in the development of community profiles and quality collections at each branch to meet community needs
- Undertake collection and maintenance of relevant statistics and provide reports and analysis to Library Management as required.
- Work with Library Rosters Officer to manage rosters and staff replacement at branches and undertake shifts at branches on an occasional basis and/or to meet roster requirements.
- Responsible for co-ordination of work experience programs
- Participate in Council's performance review process and in staff development and training opportunities

- Provide a high quality customer focused service to external and internal customers at any service point, across all branches, as rostered.
- Maintain the Library's good public image by actively promoting the Library and its services, attending to all enquiries in an even-handed, prompt and courteous manner
- Be responsible for the security of the Library, including opening/closing procedures and incident reporting, as required
- Undertake money handling according to Parramatta City Council and Library standards and procedures
- Undertake referral of building maintenance, equipment requirements, building security problems.
 - Actively participate as a team member and work collaboratively with the Information & Customer Services team and all Library teams to achieve desired outcomes and meet agreed targets
 - Participate as a member of the Library's Management Team
 - Actively participate in team & staff meetings, including coordination of regular Branch Librarian's meetings
 - Represent Parramatta City Library at relevant network meetings, seminars and events.
 - Develop and maintain written policies and procedures associated with service provision at the branches
 - Contribute to planning and innovation around new and emerging trends and technologies.
 - Maintain professional knowledge; currency with new and emerging trends and technologies and eligibility for membership of professional association(s)
 - Ensure to take reasonable care of the health and safety of yourself, staff, visitors, contractors and volunteers whilst at work, and cooperate with Council to comply with WHS legislative obligations.
 - Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times.
 - Contribute to improved customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

Knowledge

Qualifications (Level)

- Recognised professional tertiary qualification in Information Science/Librarianship (eligible for professional membership of the Australian Library and Information Association), or equivalent.

Experience

- 3-5 years experience in a supervisory capacity and relevant experience in a library environment

Skills

- Demonstrated ability to deliver high quality customer service in a busy service environment
- Excellent communication and problem solving skills
- Proven ability to develop and maintain productive and cohesive team environments
- Effective complaints handling and conflict resolution skills and experience

- Proven commitment to continuous improvement processes including demonstrated flexibility and responsiveness to changing needs and demands
- Excellent knowledge of and commitment to occupational health and safety principles and practices
- Excellent knowledge of and commitment to equal employment opportunity principles and practices
- Demonstrated staff management skills
- Demonstrated experience and sound understanding of library information & management systems; office productivity software, such as Microsoft Office; search engines and search strategies; databases; ebook devices and platforms
- Current Class C Driver's Licence.

Desirable

- Demonstrated skills in training
- Public library experience
- Demonstrated experience in working with and providing services for people from a diverse range of cultural backgrounds and communities

Relevant community language/bi-cultural skills

Acknowledgement:

I, acknowledge that I have read and understood the above position description and have been given a personal copy.

Signatures:

Employee's Signature Date:

Manager's Signature..... Date: