

# Library Services Manager (SCS025)

## Position Description

<b>Directorate</b>	Community
<b>Division</b>	Community Services
<b>Grade</b>	18
<b>Employment Type</b>	Permanent; full time
<b>Reports to</b>	Manager Community Services (SCS005)
<b>Staff Supervision</b>	Three (3) permanent staff directly, twenty-one staff (24) indirectly and volunteers

## Primary purpose of the position

This position is responsible for leading a high performing team in the management, administration, and strategic development of the Wagga Wagga City Library service to ensure the delivery of innovative, timely and best practice library services to our community.

## Key responsibilities

- Develop and lead a high performing team to deliver an innovative, inclusive, best practice library service to its members.
- Lead the effective coordination of the Library's operations including customer service, financial reporting, risk management and Work Health and Safety, human resources, and asset management.
- Maintain strong relationships with other Council colleagues; community organisations; State Library of NSW and the wider library public library network; professional/industry associations; and members of the public.
- Provide leadership, specialist knowledge and direction to the library team with a focus on innovation and continuous improvement, and the identification and curation of professional development opportunities for all team members.
- Manage and develop the team to ensure that they meet or exceed the requirements of their role. This also includes effectively managing recruitment, setting performance goals, team building, change management and performance management.
- Research and work towards benchmark standards in the provision of library information and collection services, management, and development.
- Effectively develop, monitor, and manage the Library budget and set annual fees and charges.
- Investigate and pursue funding opportunities including the preparation of grants, philanthropic opportunities and develop new income opportunities and initiatives.

- Manage vendor performance and agreements for procurement of collections, liaise with library suppliers and other external stakeholders to ensure the currency of systems and processes, and to raise the profile of the organisation.
- Provide input to the preparation of delivery and operational plans including budgetary and other resource requirements and monitor and report on plan performance in a timely manner.
- Ensure legislative, statutory and Council Policy compliance and ensure that annual updates to Library Policies and Procedures are completed in consultation with the State Library of NSW and senior management at Wagga Council to maintain currency and accuracy.
- Develop, review, and ensure the implementation of innovative services, programs, collections, customer service policies, strategies and business plans for the Library.
- Promote Wagga Wagga City Library locally, state-wide, and nationally and represent the service in the library sector and with peak bodies as required and endorsed.
- Facilitate and support the Friends of the Wagga Wagga City Library.

## Key behaviours

All Council employees are responsible for aligning their conduct in accordance with key behaviours when undertaking the duties of their position. The foundation of these key behaviours is based on Council's Values and vary dependent on the level of your position.

As a manager, you are expected to demonstrate the behaviours required of non-supervisory employees, supervisors, team leaders and coordinators, in addition to those outlined below.

Please refer to Council's Key Behaviours template for more information.

## Communication

- I regularly meet with my team and share information in a timely manner
- I actively listen to my team members and stakeholders, and act as required
- I communicate strategic objectives, plans, programs and work targets
- I define and clearly communicate roles and responsibilities to achieve team outcomes
- I ensure my team communicates, consults and shares information across the organisation

## Trust

- I drive a culture of achievement and acknowledge input of others
- I take ownership for the delivery of planned results and outcomes in my areas of responsibility
- I am responsible and timely in my decision making
- I raise critical issues and make difficult decisions
- I am open and honest in all my business activities and consider all views
- I model and promote the principles of good governance

## Respect

- I uphold and support management's position on issues, whilst maintaining my autonomy to share my views and input into decisions
- I drive a culture that works in partnership with our customers and community and puts their needs first

## Innovation

- I use suggestions and feedback to enhance my own performance and share this approach across the organisation

- I regularly review the way my area delivers services, looking for ways to implement improvements and efficiencies

## Teamwork

- I accept my WHS responsibilities, promote WHS across all teams in Council, and ensure my team are actioning their WHS responsibilities
- I foster and develop employee's skills and capabilities
- I work collaboratively across the organisation, and encourage my team to do the same
- I foster an environment where team members feel comfortable to participate, and where ideas are valued
- I accept that I am responsible for managing the performance, behaviours and conduct of my team

## Work Health and Safety

Work Health and Safety (WHS) is the number one priority at Wagga Wagga City Council ('Council'). We make no compromise when it comes to employee safety.

As a manager and worker of Council, it is your responsibility to:

- Provide workers and other affected people with a safe working environment and equipment, in accordance with Work Health & Safety (WHS) legislative requirements
- Ensure Council's processes are in place to meet all WHS legislative requirements, including the effective identification, management and control of all risks in the workplace
- Review Council WHS performance and the effectiveness of the management system and assist in formulating WHS objectives and plans
- Plan departmental WHS actions in order to assist Council in achieving its WHS objectives and targets
- Set and enforce clear standards for WHS in your team/s, in line with Council's WHS policies and procedures
- In consultation with workers and other affected people, ensure all WHS hazards in your team/s are identified, controlled and reviewed, and carry out all allocated WHS corrective actions in a timely manner

To minimise risk and assist in protecting workers in employment at Council, workers are required to meet the inherent requirements of the position, including any Job Demand Analysis (JDA) that has been completed outlining the inherent physical requirements of this position. Council seeks to apply reasonable adjustments to remove barriers to workplace participation for individuals with a disability or injury.

## Essential requirements of the position

### Qualifications, licences, and competencies

1. Qualifications in Librarianship e.g. Bachelor of Information Studies, Graduate Diploma of Information Studies, or Master of Information Studies.
2. Class C Driver's Licence.

### Skills and experience

3. Substantial experience in a supervisory position, effectively managing the delivery of a library and information service.
4. Proven ability to develop and manage a team while also working as part of a wider organisation leadership team and focus on overall corporate goals and targets.

5. Comprehensive understanding of library operations, project management, enabling community participation in program development and developing income generation opportunities within program delivery.
6. Substantial knowledge of the technology requirements to support library operations and digital collections, and proficient is the use of Microsoft Office and other relevant software packages.
7. Solid communication (oral and written) and interpersonal skills including sound conflict resolution, negotiation, facilitation, and presentation skills.
8. Solid time management, planning, financial and administrative skills to meet deadlines and achieve quality results.
9. Demonstrated ability to deliver quality customer service, lead service improvement and adapt to and influence change.
10. Sound knowledge of statutory requirements of various acts and regulations relevant to the position and solid understanding and experience in risk assessment of projects, activities, and tasks.

## Disclaimer

This document reflects the major elements and responsibilities of this position and is not designed to be prescriptive in nature. Employees can therefore expect to undertake other duties in addition to those identified.

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