



Position Description

POSITION	Branch Senior Librarian
SECTION	Library Services
DEPARTMENT	City Living
ESTABLISHMENT NO.	BCC1131, BCC1146, BCC1178
POSITION TYPE	Permanent, full-time
REPORTS TO	Customer Services Librarian
DIRECT REPORTS	Yes
POSITION GRADE	Band 3 Level 1 Salary System Grade 9
APPROVAL LIMIT	\$0
RELEASE LIMIT	\$0
DATE	August 2019

POSITION PURPOSE:

- Participate in the Library team effort of providing excellent customer service
- To ensure that a range of appropriate library services are provided to the Blacktown community using the resources available by efficiently and effectively managing the branch library services
- Act in accordance with the *New South Wales Work Health Safety Act 2011*, *Work Health Safety Regulation 2017* and the Work Health and Safety Management (WHS) System.

QUALIFICATIONS AND EXPERIENCE:

Essential:

- Degree in Library and Information Science or equivalent as recognised by the Australian Library and Information Association (ALIA). Eligible for professional membership of ALIA
- A minimum of three years' public library experience or extensive other relevant library experience
- Current class C driver's licence
- Proven excellent interpersonal and communication skills, both oral and written
- Demonstrated ability to work within a team environment and independently
- Demonstrated skills in team leadership and staff supervision
- Well-developed problem solving skills

- Relevant computer skills, including experience in the use of electronic and online resources
- Availability to work flexible working hours, including evenings and weekends as rostered.

Desirable:

- Competent user of Web 2.0 applications
- Demonstrated ability to initiate, plan, deliver and evaluate programs
- Experience with stakeholder liaison
- Training skills and experience
- Experience in budget and/or cash management
- Experience in library promotional activities
- First aid certification
- Ability to speak a community language.

AUTHORITY:

- The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities. The incumbent's authority is subject to any limitation imposed by the Management Team, Corporate Policies, Procedures and Work Instructions.

KEY ACCOUNTABILITIES:

- Lead staff to provide excellent customer service at various library service points
- Perform duties relevant to the position efficiently and effectively
- Promote Council as an efficient and helpful organisation to the community.

Work Health and Safety (WHS):

- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Adequately familiarise themselves with their WHS responsibilities and actively fulfil these as indicated in the WHS Responsibilities guideline WHS001
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* (HVNL) and Regulations, you will, as far as reasonably practicable, ensure the safety of

the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations

- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your Supervisor immediately
- WHS001 – Matrix is attached.

Corporate:

- To commit to and embrace the objectives of Our Blacktown City 2036. Contributing within Council's staffing structure and program of works to deliver our corporate objectives and strategic vision.

Equal Employment Opportunity (EEO):

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

Environmental Sustainability:

- Act in accordance with the *Protection of the Environment Operations Act 1997*, the *New South Wales Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

DUTIES:

Standard:

- Participate in the delivery of quality customer service at various library service points:
 - perform duties relating to service desk functions efficiently and effectively. Lead colleagues in providing customer focused service
 - foster teamwork among colleagues
 - provide professional information services to library users
 - resolve customer enquiries and complaints in a courteous, effective and timely manner.
- Organise, deliver or assist in staff training, user education, and Library promotions as required
- Ensure that relevant performance measures are in place and performance standards are met. Prepare and present reports and statistics as required

- Review work practices with a view to continuous improvement. Contribute to development, production and maintenance of relevant procedure manuals
- Contribute to library strategic and business plans as required
- Perform various duties related to the operation of library buildings and equipment, including access procedures for contractors and procedures for emergency evacuation
- Perform general library duties including shelving, shelf tidying and checking of new books
- Work at any of the Library's sites or service points as directed
- May be required to work evenings and/or weekends as rostered
- Undertake any other library duties as required
- Actively participate in team meetings and meetings with other library teams
- Maintain professional expertise, e.g. by attending training, seminars and relevant professional networks.

Customer Services:

- Ensure all duties and activities of the branch are being performed with maximum efficiency and accuracy, in a manner compatible with existing Library procedures and Council policy, including:
 - supervise, and ensure timely communication with, staff
 - resolve issues in a timely manner
 - ensure branch rosters are managed efficiently and equitably according to guidelines.
- Lead in providing a professional information services to library users, including direct patron service, telephone and online enquiries and user education
- Develop, plan and deliver agreed new services in line with library strategic direction
- Organise, deliver or assist in Library activities, programs and community training as required
- Promote the Library's resources and services to the community.

PERFORMANCE CRITERIA:

- As per Council's Performance Management System.

Employee Name (PRINT):

Employee Sighted and Agreed:

Date:

Supervisor Name (PRINT):

Authorised by Supervisor:

Date:
