



Position Description

POSITION	Librarian – Training and Information Services
SECTION	Library Services
DEPARTMENT	City Living
ESTABLISHMENT NO.	BCC1136
POSITION TYPE	Permanent, full-time
REPORTS TO	Community Learning Coordinator
DIRECT REPORTS	Yes
POSITION GRADE	Band 3 Level 1 Salary System Grade 9
APPROVAL LIMIT	\$0
RELEASE LIMIT	\$0
DATE	October 2019

POSITION PURPOSE:

- Participate in the library team effort of providing excellent customer service
- Contribute towards library services to the Blacktown Community in area of professional expertise
- 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) or equivalent qualification in related field
- Cert IV in Training and Assessment or willing to obtain
- Knowledge and experience in planning, developing, delivering and evaluating training in current technologies targeting various skill levels
- Demonstrated ability to take initiative and proven excellent problem solving, interpersonal and communication skills, both oral and written
- Demonstrated ability to work within a team environment and independently
- Demonstrated ability to work effectively with diverse client groups

- Proficient user of current technologies and knowledge of current technology trends
- Experience and proficiency in the use of electronic and online information resources
- Current class C driver's licence.

Desirable:

- Public library experience
- Experience with stakeholder liaison
- Experience in budget and/or cash management
- 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:

- Work with other staff to provide excellent customer service at various library service points
- Plan, develop content, deliver and evaluate technology training courses
- Contribute professional expertise to library programs and services
- 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, eg. by attending training, seminars and relevant professional networks.

Training and Information Services specific

- Lead in the provision of quality and efficient reference and information services to customers including Council officers. Operate Ask-A-Librarian information service
- Develop, plan and deliver agreed new services in line with library strategic direction
- Develop and deliver training and awareness sessions programs to colleagues to enhance their professional development in training and information technology
- Develop and deliver training and awareness programs to community members on the use of library information technology
- Plan, develop, deliver and evaluate training schedules and content in current technologies targeting various skill levels
- Plan, develop, deliver and evaluate training schedules and content in current technologies using one-on-one training, small workshops and classroom style training
- Develop and manage collections in specific areas of responsibility e.g. training devices
- Assess developments in web applications and make recommendations where developments will assist in the provision of improved customer service
- Promote library collections and services.

PERFORMANCE CRITERIA:

- As per Council's Performance Management System.

Employee Name (PRINT):

Employee Sighted and Agreed:

Date:

Supervisor Name (PRINT):

Authorised by Supervisor:

Date: