

Five Dock Librarian

Team	Library and Community Services
Division / Section	City Services and Assets
Location	Concord Library or Five Dock Library
Classification/Grade/Band	Grade 9

Council overview

The City of Canada Bay is an active and vibrant city that captures the energy, diversity, pride and potential of its community.

Primary purpose of the position

- To coordinate the day-to-day operations of the Five Dock or Concord Library Service to ensure a high level of customer service and satisfaction.
- To assist deliver a quality and responsive library service by co-ordinating the operations of a team of library staff.
- To ensure facilities are functional and well maintained to provide a welcoming and comfortable environment for the community.
- To provide high quality customer service to ensure community members' library needs are effectively and efficiently addressed.

Key accountabilities

Technical/Operational

- Monitor and assess the day-to-day operations of the library and identify and implement improvements to customer service provision in consultation with the Operations Manager Library Services.
- Oversee and prioritise the workflow of shelving library items, tidying the library and identifications of damaged items to ensure the efficient use of resources.
- Monitor the condition of the library environment, reporting maintenance issues and suggesting improvements to layout and furnishings.
- Develop and implement outreach activities such as author talks and information sessions and other library programs.
- Undertake analysis of community needs and library data to assist with collection development for Concord or Five Dock Library.
- Provide advice and assistance to customers to ensure enquiries are effectively addressed and problems are resolved.
- Ensure all relevant statistical information and library reporting mechanisms are maintained.
- Carry out circulation and information services according to the library's policies and procedures to ensure quality customer service.

- Participate in the service point roster system, including evening and weekend work at designated service points to ensure quality customer service to members and visitors.

Financial

- Manage the budget of the unit efficiently and effectively.
- Undertake cash handling duties including assisting community members pay fines and fees and balancing and preparing takings for banking.

Management & Leadership

- Monitor and manage the unit's performance to ensure performance indicators and objectives are being met.
- Co-ordinate and allocate duties to provide an efficient and effective library service with a focus on customer service.
- Identify staff development needs and implement training programs
- Monitor rostering for library staffing in order to maintain appropriate service levels as required.
- Identify and implement measures to ensure high standards of staff and public safety at all times, reporting equipment and building maintenance matters promptly.
- Perform the role of Senior Duty Officer as required including supervising and monitoring rostered staff for the effective provision of circulation and information services.
- Oversee and prioritise the workflow of customer service tasks to ensure effective utilisation of resources

Communication, Consultation & Engagement

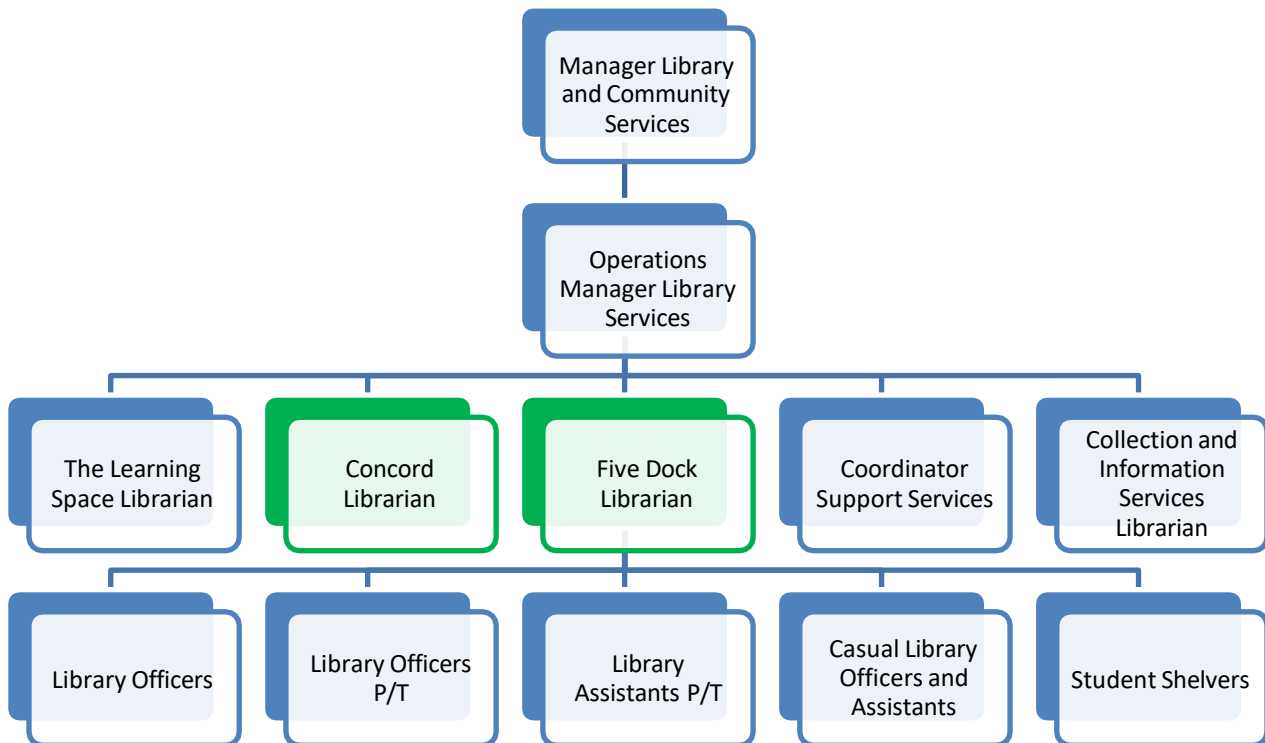
- Provide Team information and updates for Council's website.
- Provide input into the development and review of library reports, policies and procedures.
- Implement effective publicity and marketing of library services to the community.
- Represent the library at meetings as required and participate in professional seminars and meetings as appropriate.
- Contribute content for social media tools as a means of communicating with, and promoting the library to, the community.
- Establish and maintain effective communication channels between other sections of Council, management, staff and the community

General

- To comply with the operational responsibilities unique to the position as outlined in the attached schedule.
- Collaborate and communicate with departmental staff and others within the organisation to create an enthusiastic and motivated atmosphere where staff work with a sense of urgency.
- Proactively support management in the process of workplace reform, service competitiveness and the achievement of objectives by proactively working to identify process, policy and operational improvements.
- Maintain a commitment to workplace safety, risk mitigation and EEO, acting to rectify where necessary.
- Carry out additional tasks within your skills set and related to strategic planning as assigned by your Manager.

Position/Department Structure

This position reports to the Operations Manager Library Services.



Essential Knowledge, Skills and Experience (Essential Criteria)

- Tertiary qualifications (University) in Library and Information Studies, or a related field and eligible for professional membership of the Australian Library and Information Association (ALIA).
- Public library Experience, including in collection development, readers advisory, provision of circulation services, and provision of high quality customer service in a library environment.
- Extensive experience in the use of integrated library management systems
- Demonstrated supervisory and budgetary skills
- Demonstrated commitment to the provision of high quality customer service in a library environment.
- High level written and verbal (English) communications skills, including negotiation, conflict resolution and presentation skills.
- Proven ability to manage competing priorities and tasks and to delegate effectively.
- Proven organisational skills and the ability to meet deadlines.
- A demonstrated understanding of current issues and trends in the library profession.
- Current 'Class C' Driver's Licence

Desirable Knowledge, Skills and Experience (Desirable Criteria)

- Experience in the use of Council corporate management software
- Ability to apply process improvement principles in a public library environment.

Agreement

We the undersigned agree that the position description and competencies contained herein are accepted as appropriate for the performance of this position.

Signed: _____ Date: _____
Appointed employee

Signed: _____ Date: _____
Director

Signed: _____ Date: _____
General Manager

SCHEDULE OF OPERATIONAL RESPONSIBILITIES

1. Work, Health & Safety Responsibilities

1.1. Worker

A worker's responsibilities include, but are not limited to:

- 1.1.1. Taking reasonable care for his/her own health and safety.
- 1.1.2. Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of others.
- 1.1.3. Compliance, so far as the worker is reasonably able with any reasonable instructions that are given by Council or a Person Conducting a Business or Undertaking (PCBUs) for City of Canada Bay where applicable.
- 1.1.4. Cooperating with any reasonable policy or procedure of the City of Canada Bay or PCBUs working at or for City of Canada Bay or where applicable at the workplace that has been notified to workers.
- 1.1.5. Reporting all incidents, hazards and near misses to their direct supervisor.
- 1.1.6. Actively participating in injury management and rehabilitation programs.
- 1.1.7. Using Personal Protective Equipment (PPE) where required and in accordance with the manufacturer's instructions.
- 1.1.8. Maintaining all tickets, licences, operative training etc, required for the job either by legislation or through Council's or a PCBU's policies and procedures and advise Team Leaders of any change to these.
- 1.1.9. Attending all specified training and induction courses.
- 1.1.10. Contributing to workplace practice and procedure reviews.
- 1.1.11. Advising Team Leaders/Coordinators of any WHS issue that they believe should be addressed in the workplace.
- 1.1.12. Ensuring all hazards identified are reported to their immediate supervisor and appropriate forms completed.
- 1.1.13. Participating in workplace inspections.
- 1.1.14. Ensuring appropriate supervisory staff are advised of any person who is not engaging or complying with safe work practices or Council policies and procedures.

1.2. Coordinator

In addition to the responsibilities of a worker, a Coordinator's responsibilities also include, but are not limited to:

- 1.2.1. Providing advice to the Manager on WHS issues.
- 1.2.2. Organise prompt provision of first aid or medical attention for injured workers when required.
- 1.2.3. Ensure incidents and injuries are recorded in the Incident Injury Reporting book within 48 hours of the incident occurring.
- 1.2.4. Ensure all incidents and hazards are investigated and remedial actions are initiated in their area of responsibility.
- 1.2.5. Report incidents and accidents to the RAW Coordinator and if serious in nature, to the WHS Coordinator.
- 1.2.6. Cooperate with the WHS Coordinator in any incident or accident investigation that may be required.
- 1.2.7. Providing alternative duties/employment for injured workers as an integral part of the return to work process.

- 1.2.8. Consulting with workers and other stakeholders to ensure the Injury Management Program and Rehabilitation Program operate effectively.
- 1.2.9. Including safety training and equipment in budgets.
- 1.2.10. Ensuring the staff under your area of responsibility hold and maintain all tickets, licences, operative training etc required for their job by legislation or through the organisation's policy/procedures, and ensure a record of certification is maintained.
- 1.2.11. Ensuring all workers have attended relevant induction and essential safety courses.
- 1.2.12. Monitoring the use of Personal Protective Equipment (PPE) in accordance with Council's policies.
- 1.2.13. Undertaking workplace inspections in accordance with the City of Canada Bay's policies and corrective action taken if required.
- 1.2.14. Ensuring purchases comply with the City of Canada Bay's requisition procedures and purchasing policy.
- 1.2.15. Maintaining awareness of legislation which regulates activities you are responsible for.
- 1.2.16. Advising managers of any person who is not engaging or complying with safe work practices or the organisation's policies and procedures.
- 1.2.17. Ensuring hazards identified are investigated, assessed and remedial actions adopted to eliminate or control risks.
- 1.2.18. Ensuring all measures (including procedures and equipment) that are adopted to eliminate or control risks to health and safety are properly used and maintained.
- 1.2.19. Ensuring workers are supervised by a competent person.
- 1.2.20. Ensuring amenities are maintained in a safe and healthy condition at all times.

2. Equal Employment Opportunity Responsibilities

Comply with Equal Employment Opportunity (EEO) legislation as well as Council's EEO policies & procedures.

3. Sustainability Responsibilities

Contribute to Council's environmental sustainability objectives and targets through active participation and compliance with Council's policies & procedures.

4. Record Keeping Responsibilities

Comply with Council's Records Management Policy and the State Records Act 1998.

5. Designated Person Classification

This position is not classified as a "designated position" under section 449 of the Local Government Act 1993 and is therefore not required to complete a 'Disclosures by Councillors and Designated Persons Return'.

or

This position is classified as a "designated position" under section 449 of the Local Government Act 1993. As such a 'Disclosures by Councillors and Designated Persons Return' will need to be completed annually which discloses pecuniary interests and other matters as prescribed by Part 8 of the Local Government (General) Regulation 2005.

6. Code of Conduct Obligations

Comply with the requirements of Council's Code of Conduct.

7. Delegations

Delegations for the position are listed in the Register of Delegations for Technical Services & Operations and are to be exercised in accordance with the requirements of the register and the "Delegations Practice Guide".

8. Organisation Values

8.1. Creativity

All staff are encouraged to explore opportunities and new ideas.

8.2. Fun

We choose to create a great place to work.

8.3. Leadership

We inspire and enable staff to bring out the best in themselves and each other.

8.4. Teamwork

We treat each other the way we would like to be treated.

8.5. Respect

We work together collaboratively, and in support of each other.

9. Acknowledgement

I have read and understood, and agree to comply with, the Operational Responsibilities as outlined above:

Initialled: _____
Appointed employee

Date: _____

Initialled: _____
Director

Date: _____