

POSITION DESCRIPTION					
Position Title:		Hervey Bay & Client Services Librarian		Position No:	
Directorate:		Strategy, Community & Development		Section:	
Unit:		Cultural Services		Sub Unit:	
Reports To:		Regional Librarian		Directs Reports:	
Indirect Reports:		5 plus casual pool		Location:	
Version No: April 2024		Evaluated: 4984786		Status: Approved	
		By: EMPS&W		Review: Apr 2026	
Position Objective				Our Values	
<p>Oversee circulation and customer service operations at Fraser Coast Libraries to ensure a high-quality customer experience.</p> <p>The position is responsible for the supervision and effectiveness of five discrete operational areas at Fraser Coast Libraries:</p> <ol style="list-style-type: none">1. Provision of exceptional library customer service.2. Management of circulation services operations.3. Management of circulation services technology and equipment operations.4. Oversight of public spaces and online facility bookings.5. Coordination of site-specific facility maintenance.				<p>Trust</p> <p>Respect</p> <p>Accountability</p> <p>Initiative</p> <p>Teamwork</p> <p>Service</p>	
Key Responsibilities and Indicators					
Key Result Areas		Key Accountabilities		Performance Indicators/Outputs	
Circulation Management		<ul style="list-style-type: none">➤ Manage the effective daily operations of the Hervey Bay Library in relation to circulation and library customer service.➤ Manage and monitor the adequacy of equipment, peripherals and staff resources to meet performance measures and work programmes.➤ Manage circulation procedures and staff performance.➤ Monitor the efficiency of inter-branch services in liaison with Client and Branch Services Assistant Librarian.➤ Lead membership activities, including regional overdue & reservation processes, claims returned, lost & missing items charges for patrons, within approved delegation, and as per the fees and charges policy.➤ Rectify and/or report technical and equipment failures.➤ Oversee the operational activities of circulation library staff and volunteers including informing staff & volunteers of changes to processes to ensure a consistently high standard of library services.➤ In consultation with the senior library team develop and implement regular staff training		<ul style="list-style-type: none">➤ Positive client feedback in relation to circulation and library customer service.➤ Demonstrated knowledge of current library technologies.➤ Internal reporting requirements met.➤ Current operational procedures developed and implemented for all areas of circulation services across the region.➤ Optimal and effective rostering of staff across the service.➤ Prompt response and follow up of customer concerns.➤ Prompt response and reporting of incidents and/or building issues.➤ Effective promotion of library services and collections.➤ Equipment functional for	

	<p>activities in area of responsibility including all facets of customer service, circulation, shelving activities and incorporating WPH&S considerations and continuous improvement.</p> <ul style="list-style-type: none"> ➤ Manage the circulation rostering system including branch deliveries and arranging replacement staff on short notice, in liaison with the Client and Branch Services Assistant Librarian. ➤ Ensure safe, clean and welcoming physical environment. ➤ Manage escalated customer enquiries and liaise effectively and sensitively with a diverse community. ➤ Maintain and ensure a high level of customer service to all internal and external customers and stakeholders in accordance with TRAITS values. ➤ Contribute to the design and implementation of library programs and activities. ➤ Assist clients with enquiries covering all facets of lending, reference and community information. ➤ Contribute to development of the online library catalogue customer interface. ➤ Liaise with library management team to maintain training of staff in information literacy, cyber safety procedures, e-resource, catalogue, new technologies and database use. 	<p>operational requirements.</p> <ul style="list-style-type: none"> ➤ Training packages developed and delivered for regional library team. ➤
Volunteers – FOLs, Work Experience Participants, Trainees & Other Schemes	<ul style="list-style-type: none"> ➤ Comply with Council's policies and procedures regarding volunteers in the workplace. ➤ Manage volunteers within areas of responsibility, in liaison with the Library Programs and Engagement team. ➤ Co-ordinate training of volunteers regarding shelving, shelf tidying and shelf checking activities. ➤ Supervise and review tasks of trainees and work experience participants in liaison with the library management team. 	<ul style="list-style-type: none"> ➤ Compliance with Council's volunteer policy ➤ Volunteer work valued by the library staff. ➤ Training packages developed and delivered for volunteer staff ➤ Tasks identified and programmes documented for work placement staff.
Library Collections	<ul style="list-style-type: none"> ➤ Provide advice and contribute to collection development and assessment. ➤ Optimise library collection presentation. 	<ul style="list-style-type: none"> ➤ Library standards met with regard to collections available to the public. ➤ Optimal presentation of facilities, spaces and collections.
Administration and Management	<ul style="list-style-type: none"> ➤ Manage submission of work orders for facility requirements. ➤ Oversee room booking systems and use of public spaces. ➤ Provide a high level of reporting to 	<ul style="list-style-type: none"> ➤ Optimal functionality and accessibility of public facilities and spaces. ➤ High level of participation in regional library

	<p>management as required.</p> <ul style="list-style-type: none"> ➤ Identify, research, develop and implement operational policy and procedures. ➤ Represent the Library at external forums. ➤ Undertake projects and administrative tasks as designated by the library management team. ➤ Monitor and review staff teamwork and work standards. ➤ Provide advice, direction, and support on specific projects as necessary. ➤ Contribute to strategic and operational planning process. ➤ Manage and oversee evacuation procedures, specific safety procedures, and staff training in emergency evacuations and personal safety. ➤ Collect and record statistics. ➤ Contribute to strategic and operational planning processes. 	<p>activities and services.</p> <ul style="list-style-type: none"> ➤ High level of participation in regional library strategic and operational planning. ➤ Current and effective procedures, trained staff. ➤ Statistics recorded and collected for internal and external reporting purposes. ➤ Contribution to monthly service area reports.
Succession Plan	<ul style="list-style-type: none"> ➤ Fill role of Regional Librarian and other library staff as required during absence, eg. annual leave. ➤ Assist with other tasks as assigned through the succession planning process. 	<ul style="list-style-type: none"> ➤ Responsibility for duties under succession plan. ➤ Requirements of role met.
People, Safety and Wellbeing Management	<p>General</p> <ul style="list-style-type: none"> ➤ Demonstrate positive leadership in the achievement of corporate goals and objectives and foster an environment conducive to participation by all staff. ➤ Undertake all manager/supervisor responsibilities in accordance with Council's People, Safety and Wellbeing Management Policies and the Enterprise Bargaining Agreement within the stipulated timeframes. <p>Performance Management</p> <ul style="list-style-type: none"> ➤ Adhere to Council's performance development and appraisal process, including coaching, training, mentoring and monitoring of employees' performance and conducting regular reviews. ➤ Ensure standards set are reasonable, clearly specified and effectively communicated to all employees. ➤ Ensure that employees are provided with effective work systems and other support necessary to enable standards to be met. ➤ Initiate strategies to address diminished work performance in accordance with Council's Diminished Work Performance Management Policy. <p>Staff Conduct and Discipline</p>	<ul style="list-style-type: none"> ➤ As per Council's People, Safety and Wellbeing management policies and procedures.

	<ul style="list-style-type: none"> ➤ Assist employees to achieve the required standard of conduct and ensure employee awareness of the possible consequences of failing to do so. ➤ Ensure that inappropriate staff conduct and/or behaviour which breaches Council policies and procedures, legislative provisions or Council's Code of Conduct is addressed in a timely manner. <p>Leave Management and Absenteeism</p> <ul style="list-style-type: none"> ➤ Schedule and approve staff annual leave, giving consideration to the employee's health, wellbeing, leave balance, operational requirements of the work unit and the notice period given. ➤ Monitor excess annual/long service leave balances and implement plans for staff with excess balances to take leave to reduce Council's leave liability. ➤ Encourage the responsible use of sick leave and monitor the sick leave levels of staff reports. Distinguish between incidents of chronic illness and patterns of unacceptable sick leave absences and use appropriate strategies to manage each. <p>Recruitment and Selection</p> <ul style="list-style-type: none"> ➤ Ensure that recruitment processes abide by the principles of merit, EEO, anti-discrimination & confidentiality & that specified timeframes for recruitment and selection activities are met in accordance with the R&S Management Policy and Procedure. <p>Safety and Wellbeing</p> <ul style="list-style-type: none"> ➤ Adhere to relevant Work Health and Safety policies and practices and carry out responsibilities outlined in Council's Safety Management Plan. 	
Safety and Wellbeing	<ul style="list-style-type: none"> ➤ Adhere to relevant Work Health and Safety policies and practices and carry out responsibilities outlined in Council's Safety Management Plan. 	<ul style="list-style-type: none"> ➤ 99% compliance with Monthly Action Plans.
Financial & Procurement	<ul style="list-style-type: none"> ➤ Manage daily & weekly reconciliation of cash takings. ➤ Comply with prescribed legislative requirements. 	<ul style="list-style-type: none"> ➤ Cash handling standards and policies met across the service.
Work Health and Safety	<ul style="list-style-type: none"> ➤ Adhere to relevant Work Health & Safety policies and practices and carry out responsibilities outlined in Council's Safety Management Plan. 	<ul style="list-style-type: none"> ➤ 99% compliance with Monthly Action Plans. ➤
Risk Management	<ul style="list-style-type: none"> ➤ Read, understand and comply with conditions as set out in the Risk Management Policy and undertake all relevant risk management training. 	<ul style="list-style-type: none"> ➤ As per Council risk management KPIs.

Records Management	➤ Adhere to relevant Records Management policies and practices to ensure compliance with the Public Records Act 2002.	➤ As per Council's record management policies and procedures.
Code of Conduct and EEO	➤ Encourage and promote behaviour consistent with Council's Code of Conduct and create a positive and equitable work environment that is safe, flexible, fair, culturally appropriate, inclusive and free from discrimination and harassment.	➤ Any matters arising are dealt with in accordance with the appropriate Council policy and procedures.
Sustainability Requirement	➤ Adhere to the Sustainable Fraser Coast Charter and Implementation Plan and understand sustainability is a key element of Council's planning framework and is incorporated into all facets of decision making and policy development.	➤ As per Council's Sustainability Charter.
Values	➤ Exemplify Council's values of Trust, Respect, Accountability, Initiative, Teamwork and Service through the demonstration of each value's associated behaviours.	➤ As per Council's 'TRAITS' campaign.
	➤ Other duties as directed.	➤ Tasks are undertaken in an efficient and timely manner.

Selection Criteria

1. Demonstrated ability to effectively manage and lead customer service operations with particular emphasis on library circulation management, staff supervision and training activities, along with implementing exceptional customer service techniques.
2. Demonstrated understanding and commitment to the philosophies and practices of public library services in a regional environment with a focus on inclusive and innovative service methods, new technologies and digital concepts.
3. Highly developed communication skills including:
 - a. *Oral communication skills* - ability to interact at all levels in a large organisation, and to communicate professionally, confidentially, and tactfully with external clients, customers and in the wider community.
 - b. *Written communication skills* - ability to draft correspondence and reports, undertake and report on research, and maintain procedural documentation.
4. Demonstrated high level of organisation and analytical skills including the ability to develop and implement programs and procedures, report on project viability and to effectively plan workflow in a team environment.
5. Demonstrated capacity to participate in change, ability to gain cooperation from staff and users, work in a team environment, able to negotiate and solve problems, with a flexible approach to working hours.

Qualifications/Licences

Mandatory	<ul style="list-style-type: none"> ➤ Qualified Librarian (AQF Level 7 or above). ➤ Experience in public library facility management. ➤ Experience in strategic service planning. ➤ Recent supervisory experience in a public library environment. ➤ Relevant experience and knowledge of current library automation, systems, equipment and technologies. ➤ Current Working with Children Blue Card or ability to obtain one.
Desirable	<ul style="list-style-type: none"> ➤ Experience in a multi-branch library environment. ➤ Experience in delivery of services to a diverse and growing community.
Licences	<ul style="list-style-type: none"> ➤ Current Class C Driver's Licence

Mandatory Training	<div>➤ Work Health and Safety</div> <div>➤ Duty of Care</div> <div>➤ Manual Handling</div> <div>➤ Code of Conduct</div> <div>➤ Fire & Evacuation</div> <div>➤ Corporate systems</div>		
Conditions of Employment			
Status	Permanent Full Time		
Award	Queensland Local Government Industry Award – State 2017		
Agreement	Fraser Coast Regional Council Certified Agreement (as varied or replaced)		
Classification Stream	Administrative, clerical, technical, professional, community services, supervisory and managerial services		
Classification	LGO 6		
Allowances	As Fraser Coast Regional Council Certified Agreement (as varied or replaced)		
Progression	Annual Review – single steps within level		
Work Pattern	FWA	Hours/Week	36.25
O/T Payable	With Supervisor approval		
Uniform	As per dress standard and corporate uniform management policy		
Other			
Position Number:	PN 5614	Position Title:	Hervey Bay & Client Services Librarian

I, _____, accept the position description as outlined above. I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

Signature of Employee Date: ____/____/20__