

## Position Description

<b>Position Title:</b>	Librarian
<b>Position Number:</b>	P0659, P0660, LIBR04, LIBR07
<b>Purpose of Position</b>	<p>To provide high quality customer-focussed readers' services including reference, circulation and participation in the development and delivery of events and activities as part of the Ku-ring-gai Library team.</p> <p>To be responsible for the development and delivery of one or more specific functions of services including supervision and co-ordination of relevant staff.</p>
<b>Grade of Position:</b>	<p><b>Band 4</b></p> <p>May be responsible as a co-ordinator for the operation of a small section, the position completes tasks requiring specialised technical/administrative skills.</p>
<b>Hours of Work:</b>	35 hours per week over 7 days including evenings and weekends as rostered
<b>Department:</b>	Community
<b>Section:</b>	Library Services
<b>Position Reports to:</b>	Team Leader Library
<b>Direct Reports</b>	2-4

**Number Supervised:** 5-8

**Approved by:** Janice Bevan Director Community  
February 2021

### CONTACTS

#### Key Contacts Within Department

- Library Experience Team
- Library Futures & Technology team
- Marketing & Programs Team

#### Key Contacts in Other Departments

- Community & Recreation
- Building Maintenance
- Community Development
- Communications & Customer Service
- Information Communications & Technology

#### Key Contacts Outside Council

- Other libraries
- Community groups
- Service suppliers
- Contractors
- Professional networks
- State Library of New South Wales

**Budget Allocation:** N/A

Position Description



EMPLOYEE DECLARATION

I will comply with the requirements of this Position Description.

Name:

.....

Signature:

.....

Date: .....

**GENERIC OUTPUTS OF POSITION**

- **Comply with WHS Legislation, Policies and Procedures**

- Maintain a high standard of housekeeping and a safe work area
- Identify and report all Hazards for your area
- Wear required Personal Protective Equipment (PPE)
- Participate in the development and review of Risk Assessments
- Adhere to control measures and safe systems of work
- Report all Incidents and Near Misses
- Meet in reporting timeframes
- Comply with the Return to Work Program

- **Comply with EEO and Anti-discrimination Legislation, Policies & Procedures**

- Act to prevent workplace harassment, discrimination and bullying
- Report known incidents of workplace harassment, discrimination and bullying

- **Comply with Council's Code of Conduct and Values**

- Comply with Council's Statement of Business Ethics
- Behave ethically and transparently
- Contribute towards the achievement of Council's strategic plans
- Lead by example
- Support sustainable programs and activities

- Learn and comply with Council's strategies, policies and procedures
- Act with care for the local environment and community
- Take responsibility for your actions
- Care for Council's people, assets and finances
- Use and maintain Council's corporate systems

- **Comply with Document Storage Legislation and Procedures**

- Store and maintain corporate records in Council's electronic document records management system in accordance with relevant standards, procedures and the State Records Act

- **Perform as a Team Member**

- Productively contribute to the outcomes of work teams
- Work cooperatively with team members and supervisor
- Maintain an attendance record that contributes positively to team productivity
- Carry out allocated tasks to standards required
- Use good judgement and problem solving skills
- Obey all lawful instructions
- Attend and positively contribute to team meetings
- Work cooperatively to achieve Perform timeframes and measures
- Regularly review with supervisor own performance against required outcomes
- Complete an annual performance assessment

- **Complete required learning and development programs**
  - Learn and share knowledge
  - Complete induction/re-induction program
  - Complete job-specific training programs
  - Complete relevant legislative-based training
  - Apply learning, knowledge and skills to enhance team performance
- **Comply with Council's Customer Service Policy and Standards**
  - Be accessible and provide customers with clear and accurate information
  - Deliver timely, punctual and reliable service to customers
  - Communicate with customers in a professional and courteous manner
  - Maintain a good flow of communication with customers
  - Manage customer enquiries, records and complaints
  - Complete all paperwork and on-line recording within required time limits
  - Maintain a high standard of personal grooming and hygiene
- **Maintain Workplace Security**
  - Adhere to procedures for accessing and securing premises, keys, plant, vehicles, equipment, information and cash

## ESSENTIAL CRITERIA TO BE ADDRESSED IN YOUR APPLICATION

### 1. Required Qualifications/Certificates

- Qualifications as a librarian recognized by the Australian Library & Information Association (ALIA), or equivalent
- Applicants must provide a current Working with Children Check number (for Paid workers)

### 2. Required Experience

- Demonstrated experience with delivery of quality customer service in a Public Library environment. Your experience will include reader's advisory, reference, circulation duties and participation in programs and activities.
- Demonstrated experience working in a team environment and evidence of supervising, allocating workflows, performance management and directing a small group within a larger organisation
- Demonstrated ability to set and work to priorities, ability to carry out instructions, and to meet deadlines
- Demonstrated ability to apply EEO, WHS, customer service and ethical practice principles and to act with probity at all times
- High proficiency in the use of computers and mobile devices, relevant software packages and applications particularly Microsoft Office, social media and e-resource applications

### 3. Required Skills

- Excellent communication (oral and written), presentation and interpersonal skills, including the ability to build and maintain relationships with staff and key stakeholders
- Excellent problem solving, conflict resolution, negotiation, organisational and time management skills
- Ability to work in a diverse team environment
- Ability to work and plan effectively as a team member with initiative, flexibility and enthusiasm
- Physical ability to carry out tasks and duties required

### 4. Desirable criteria

- Current Class C driver's licence
- Ability to work in languages other than English

**OPERATIONAL OUTPUTS OF PERSON IN POSITION**

- Provide professional and responsive readers' services including information and circulation services and participate in the delivery of events, programs and activities, outreach and specialist services, as part of the Library Experience Team
  - Manage a small team to effectively assign work responsibilities, evaluate performance, resolve complaints, train and motivate staff
  - Actively participate in the delivery of library displays and regular programs for all age groups ie. Storytime, early literacy programs, Information sessions and training programs
  - Contribute to, and support the achievement of, the Library's vision, goals and activities
  - Promote a positive image of the Library with external and internal customers
  - In partnership with other library staff, co-ordinate exhibitions and events throughout the year.
  - Assess items for collection maintenance treatment or withdrawal and participate in any workroom activities and tasks as required
  - Organise relief staff as required
  - Report faults and difficulties through appropriate procedures
  - Ability and willingness to have consistently positive and cheerful attitude to work, to the organisation, to colleagues at all levels, and to customers
- Perform and respond to other duties as directed by the unit Manager to achieve the objectives of the position and fulfil its accountabilities
  - Duties include moving boxes and files, furniture and equipment for set up and storage, meetings and training, activities and events. These are undertaken in accordance with safe manual handling techniques.
  - The incumbent should have an ongoing commitment to professional development and an awareness of current library and information trends.
  - Working as required at any branch of the Ku-ring-gai Library Service