

POSITION DESCRIPTION

**Our values:**

**Position title:** Branch Library Technician

**Job code:**

**Name:** Vacant

**Section:** Partnerships, Planning and Engagement

**Position reports to:** Area Librarian (Ballina)

**Band and level:** Band 2, Level 2

**Salary grade:** Grade 9

**Staff management:** Yes

**Budget responsibility:** Nil

**Primary function:**

* The Branch Library Technician is a key member for Richmond Tweed Regional Library and is placed within the Partnerships, Planning and Engagement Directorate.
* The primary objective of this position is to manage the day to day activities of a branch library and to ensure the provision of access to library collections to meet client needs and organisational priorities. This position performs and supervises others in the tasks required to deliver a dynamic library service. This includes promoting and providing the library services to the community.

**Responsibilities and duties:**

* The Branch Library Technician is responsible for ensuring that operational safety standards or other requirements are met at an operational level.

**Entry level requirements:**

* Experience in the operations of a public library.
* Ability to perform and/or supervise all circulation duties.
* Sound understanding of staff supervision and leadership issues.
* Effective interpersonal, teamwork and communication skills.
* Ability to organise the branch workload, set appropriate goals and prioritise work.
* Adaptability, ability to respond to change and a problem solving outlook.
* Ability to lead others in a team environment.
* Ability and commitment to liaise with other specialists to provide library programs and events.
* Experience in collection development and management.
* Experience with collection and recording of money.
* Ability to induct and train staff and volunteers.
* Knowledge and commitment to EEO, WHS and ethical practice principles.
* Ensure that all corporate records are fully and accurately captured and maintained, to comply with legislative requirements and business needs.
* Undertake sustainable work practices that align with Council’s commitment to the principles of sustainability.

**Qualifications and experience:**

* Library Technician Certificate (Diploma of Library and Information Science) or equivalent.
* Minimum one year experience in a supervisory position.
* Australian Citizenship or appropriate working visa.
* Current Class C Drivers’ licence.

**SKILLS STEPS**

**STEP 1**

* 1. Support the Area Librarian to develop, implement, review and report specific programs and activities to promote library resources and services; this may include housebound services, baby bounce, storytelling, young people’s services, electronic resources.
* Timely and effective program/activity delivery within the branch
	1. Assist with the supervising, coaching and training of staff when necessary by providing feedback to Area Librarian.
	2. Assist with the effective implementation of information technology within the branch liaising with IT staff, Area Librarian and support services librarian.
	3. Contribute to the induction of staff and volunteers within the branch.
	4. Provide leadership to branch staff and participate in work team activities assisting the Area Librarian and other relevant staff with change management.
	5. Train small groups - assisting customers to maximise access to information and library services
	6. Actively promote the value of reading and literacy to the community within the branch area through programs such as Book Week, Summer Reading Program or National Year of Reading
* Plan, prepare, implement displays, participation in related events
	1. Provide regular constructive feedback to the Area Librarian to ensure the branch collection remains relevant to the needs and trends within the area.
	2. Actively source local history resources within the council area for purchase.
	3. Provide a high level of referencing skills and utilise the ability to source and evaluate reference material including print and online resources.
	4. Ensure monthly branch usage and activity/program statistics are reported in a timely manner.
	5. Ensure staff competence in use of technological applications within the branch.
	6. Deal with conflict using effective interpersonal skills and conflict resolution strategies.

1.14 Ensure no reasonable criticism of the library’s services and programs and any complaints handled in a timely and effective manner.

**STEP 2**

2.1 Assist the Area Librarian with acquisition, rotation and discarding of library materials for the branch.

2.2 Handle difficult customer situations within the branch using collaborative problem solving and negotiation techniques to see a positive outcome for the patron and the library.

2.3 Monitor and assist staff with interpretation and compliance with library and council procedures and relevant legislation

2.4 Assist the Area Librarian to implement workplace change and development through leading by example.

2.5 Assist with the development and training of staff, providing feedback in relation to work performance and ensuring staff work within the guidelines of established policies and procedures within the branch.

2.6 Assist with the development of user tools to deliver customer training in locating and using information resources.

2.7 Evaluate and recommend areas for improvement within the branch to the Area Librarian in regard to resources, services and physical facilities.

2.8 Contribute to policy development and processes to improve accessibility of information providing branch feedback to the Area Librarian and other relevant staff.

2.9 Contribute to library services within the council area by sharing resources within the region, coordinating the rotation of collections and providing constructive feedback to the Area Librarian to provide continuous improvement.

**STEP 3**

3.1 Respond to resolve clients’ specialist and complex enquiries.

3.2 Represent the Regional Library to the community at organised events

* Actively support publicity and promotional campaigns.

3.3 Contribute to the identification and development of staff potential through identification of individual training needs of the team.

3.4 Identify the potential to initiate new library activities such as literacy development.

3.5 Ensure refined branch processes and enhancements to reflect staff and customer needs.

3.6 Ensure activities and programs in the branch meet council area service level agreements.

3.7 Assist the Area Librarian to identify and implement opportunities to increase library membership within the branch.

3.8 Ensure the provision of high quality customer service by identifying and implementing improvements in customer service, processes and documentation.

3.9 Contribute to library grant submissions providing feedback and ideas to the Area Librarian.

**STEP 4**

4.1 Assist the Area Librarian with the development of new library projects or initiatives

* Plan, prepare, implement and evaluate within the branch.

4.2 Research future library services, needs or trends confirming Area Librarian’s aims, desired outcomes, collecting and analysing the information and presenting findings at relevant forums.

4.3 Assist in the promotion of the regional library network and make recommendations for improvements to the RTRL systems and processes.

4.4 Mentor other staff members in the provision of excellent customer service and teamwork.

4.5 Coordinate library promotional events and activities including outreach programs and library visits for schools, pre-schools and community groups.

4.6 Contribute to the evaluation, forward planning and performance of the branch.

4.7 Monitor and market the library services to raise target audience’s awareness of the library’s objectives and goals.

4.8 Provide leadership, innovation, support and assistance to staff and volunteers to develop and increase new skills.

4.9 Promote team effectiveness through working effectively with diversity, recognising individual differences and developing collaborative interrelationships.