POSITION DESCRIPTION

Our values:

Respect

Strive

Passionate

Communicate

Position title:	Area Librarian
Job code:	
Name:	
Section:	Partnerships, Planning and Engagement
Position reports to:	Regional Library Manager
Band and level:	Band 3, Level 1
Salary grade:	Grade 15
Staff management:	Yes
Budget responsibility:	Yes

Primary function of the role:

Reporting to the Regional Library Manager, the Area Librarian is responsible for the management and coordination of an effective and efficient public library service which is user-friendly, responsive to the community needs and cost-effective within the local government area. This includes encouraging, supporting and advising community groups, local schools and volunteers in the promotion of library services in the community.

This position is part of a multi-skilled team and is required to be flexible and agile. From time to time this role may be required to support more than one department as the need arises and provide support across the organisation as directed.

Work Health and Safety:

This position has been identified as an Officer under the *Work Health and Safety Act 2011* and will be required to comply with all obligations and responsibilities outlined in this statute.

Person Description:

The right person for this role will:

- Be accepting of new ideas and embrace change;
- Be outcome focused;
- Be open-minded in sharing information and knowledge freely;
- Be flexible and agile to work across different business areas;
- Have a drive for improvement;
- Be self-motivated, proactive, observant and aware;
- Be a team player; and
- Embody Council's values.

The Area Librarian:
- Has the skills, capability and willingness to analyse problems, evaluate alternatives with a focus on collaborative problem solving;
- Ensure projects and resourcing plans are aligned to accountabilities and responsibilities;
- Engages and consults by means of well-developed oral and written communication skills, with the capability to influence, listen to others, put forward ideas and encourage the views of others;
- Leads their team to achieve excellence through service delivery benchmarks and is committed to the implementation of continued improvement processes;
- Is accountable for the financial, legal, physical and human resources for the team within agreed budgets, timeframes and reporting standards; and
- Has a demonstrated ability to effectively manage multiple activities to meet customer needs by deadlines.

	Responsibilities	Accountability
Work Health and Safety	Manage and monitor Work Health and Safety responsibilities, ensure compliance with the legislation and regulations that govern the operations within the Program area and assist others in the team to implement the relevant policies, procedures and processes.	• An engaged workforce fostering a culture of safety and behaviour based on safety principles.
Customer Driven Service Delivery	Build and maintain relations with key stakeholders and customers (internal and external) related to service delivery.	• Establish and maintain a service delivery strategy that is agreed with the Regional Library Manager and reported monthly; • Provide a high level of customer service to manage the expectations of internal and external customers in the resolution of their issues; • Provide guidance, advice and coordinate requests for further information regarding applications; • Enhance your knowledge base; • Drive a customer service approach in all internal and external interactions; • Ensure that the Regional Library Manager receives accurate and timely project and financial reporting data; • Support People Services cyclical processes (for example: annual review); and • Understand and maintain knowledge of key business drives and stakeholders and new and ongoing organisation initiatives.
Finance	Create, manage and control financial and physical resources within agreed budgets, timeframes and reporting standards.	• Services are delivered to the established benchmarks within the agreed budget tolerances and timeframes; • Monitor and report monthly in accordance with Council standards and expectations, include trend analysis and dashboard reporting; • Financial planning and forecasting including development and update of the long-term plans and its integrations with the

		resourcing strategy; and • Identification and sourcing of external funding to maximise service delivery.
People	Leader: Coach, mentor empower, develop and lead a cohesive and high performing customer centred, results driven team.	• Demonstrate accountable, affiliative and constructive behaviours in all interactions; • Lead the team to achieve excellence by establishing, maintaining and monitoring performance requirements; • Ensure the team demonstrates cohesive teamwork, flexibility, openness, transparency and ethical practice; • Foster an engaged and empowered workforce. Embrace continuous improvement principles to improve delivery of services to customers; • Commitment to fostering and participating in a positive team environment; • Be flexible and adaptable to the changing needs of the team; and • Participate and contribute.
Governance Risk and Compliance	Oversee the identification of project and financial risks and appropriate management of these risks to Councils' operations. Ensure risks to projects and financial service delivery to business units are identified and managed.	• Align service delivery to meet the Delivery Plan and Community Strategic Plan outcomes for the organisation; and • Project and financial risks are identified with appropriate mitigation strategies.
Best Practice and Benchmarking	Lead the team to achieve excellence through the establishment, management and monitoring of systems, processes, standards and service delivery benchmarks.	• Continued improvement plan is created and implemented to ensure expectations/legislation and guidelines are upheld. • Contribute to the design and implementation of highly effective, results-driven service practice.
Communication and Consultation	High level of written verbal and interpersonal communication skills that inspires confidence in your team and the audience you are communicating with.	• Provide clear concise information; • Provide tools for staff to support business development e.g. FAQ's, regular 'paper bag' meetings and other learning tools; • Prepare detailed reports, proposals and submissions to the Senior Leadership team and Council; • Application of influencing skills to lead and encourage your team to embrace change, demonstrating accountable, affiliative and constructive behaviours; • Support and provide advice to leaders where required; • Build relationships and partner with key stakeholders to achieve desired business results; • Provide generalist people management advice and guidance to various stakeholders; • Provide advice for a solution focused

		approach to employee relations, employee performance and disciplinary matters; and • Provide input and advice in formal and informal management forums, individual and group discussions.

Entry level requirements:

- Degree or post graduate qualification in Library and Information Services;
- Eligible for professional member in ALIA;
- Minimum three years in a supervisory position, effectively managing the delivery of library and information services, preferably in a public library system;
- Australian Citizenship or appropriate working visa; and
- Current Class C Driver's Licence.

- Sound knowledge and understanding of public library trends and challenges;
- Demonstrated skills and experience in the marketing and promotion of library services;
- Demonstrated skills and experience in the strategic planning and implementing of library services and programs;
- Capacity to provide effective management to a multi-branch library service;
- Ability to monitor and control staff;
- Ability to monitor and control resources, materials and maintenance budgets;
- Ability to organise the area branches workload, set appropriate goals and prioritise work;
- Adaptability, ability to respond to change, and a problem-solving outlook;
- Ability to lead, train and develop staff individually and as a cohesive team to ensure strong focus on excellent customer service, knowledge assistance, good communication and a friendly, supportive work environment;
- Ability and experience in the preparation and management of grant and funding applications;
- Knowledge and understanding of effective and equitable staff rostering systems;
- IT skills and experience in Microsoft applications and library database systems;
- Capacity to drive change in the delivery of library products and services;
- 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; and
- Undertake sustainable work practices that align with Council's commitment to the principles of sustainability.

SKILLS STEPS

STEP 1

1.1 Ensure staff have clearly defined responsibilities; open communication; flexibility and Co-operation amongst staff.
- Manage and co-ordinate the activities of staff and volunteers within the council area branches
- Support and advise staff members regarding customer service and related library services
- Work collaboratively with staff and volunteers to develop services and activities

1.2 Build high performing work teams by developing and training staff, including evaluation and monitoring of work performance and ensuring staff work within the guidelines of established policies procedures.

1.3 Create and maintain effective community and stakeholder relationships
- Conduct meetings and liaise the council staff and other community and information service providers within the area.

1.4 Prepare distribute and maintain high quality professional material promoting the library services and literacy.

1.5 Provide complex reference and research service to customers and other Council staff either in person, by telephone or by other electronic means.

1.6 Manage collection development to meet client needs following the RTRL Collection Development Policy guidelines and actively analysing community needs, interests and trends.

1.7 Competently use specialised library software including online resources such as Spydus and e-Resources to produce a range of reports.

1.8 Identify and act upon opportunities for the libraries increased participation within the community

1.9 Constantly seek ways to improve client access to information within branches and online identifying opportunities for the delivery of new and existing services.

1.10 Ensure timely and effective program/activity delivery through management and evaluation of specific programs and activities to promote library services to specific customer groups (this may be to housebound, young or special needs people.

1.11 Evaluate and recommend to the branch supervisor areas of improvement in regard to resources, services and physical facilities.
- All resources are correctly located and readily accessible/retrievable.

1.12 Contribute to relevant change management, providing leadership to staff and active participation in related work team training and activities creating a progressive change environment

1.13 Liaise with support services staff in regard to the delivery of electronic resources to the public.
- Increase use of electronic resources by customers.

1.14 Actively contribute to the strategic and operational: planning and assessment of RTRL as a member of the management team
- Attend management meetings; assist with procedure and policy development.

1.15 Prepare deliver and review high quality professional training for both staff and patrons.

1.16 Actively promote the value of reading and literacy through council area participation in state and national programs such as book week, library week, summer reading program and national year of reading.

1.17 Prepare high quality and professional written reports for the RTRL Committee and Annual Reports following council communication guidelines.

STEP 2

2.1   Promote/represent RTRL to the wider community, increasing library members and visitors.
- Promote the library services and activities

2.2   Implement relevant actions in the RTRL Strategic Plan

2.3   Manage and acquit grant funding

2.4   Research, identify and evaluate to select new information resources, including print and electronic formats appropriate to council area needs

2.5   Provide continued high-quality improvements to the library service through efficient use and promotion for patron use of the library management system and website.

2.6   Provide budget review assistance ensuring budget reflects needs of council area.

2.7   Source funding for events or services and prepare funding submissions.

2.8   Monitor staff and physical resources to ensure LCC Service Level Agreements are being met providing regular feedback to RTRL Manager.

2.9   Identify resources to fill collection gaps or to meet new trends identified by branch staff.

2.10   Demonstrate an understanding of teamwork and facilitate an inclusive environment where individual team member's contributions are valued and acknowledged.

2.11   Evaluate and Develop local priorities and projects to prepare for and ensure best use of annual State Library funding.
- Utilise library usage statistics

2.12   Use well developed communication skills to provide library and literacy advice to internal and external bodies.

2.13   Seek opportunities to actively promote specific State Library information services such as LIAC, Drug Information.
- Hosting library talks or training for staff and patrons

2.14   Establish and manage effective networks with representatives from local schools in the council area.

STEP 3

3.1   Build community relationships identifying needs to plan for and facilitate delivery of new and innovative services and programs including pilot and permanent services.

3.2   Seek opportunities to remain aware of library & literacy trends and future developments
- Attend State Library seminars and forums in either NSW or QLD
- Or seek RTRL or NE Zone nomination as a state library working group participant

3.3   Collate/analyse data to determine library effectiveness; implement changes
- Supervise the presentation of library programs and events

3.4   Monitor performance against outcomes established in the RTRL Strategic Plan

3.5   Modify work practices to increase efficiency and effectiveness across the council area.

3.6   Problem solving/conflict resolution skills to ensure speedy; appropriate response to conflict within the workplace.
- Manage and co-ordinate the activities of staff and volunteers in the branches.

3.7   Plan, review and develop resources adequately to meet the agreed and future needs of the service level agreements.

3.8   Complete a thorough annual review of council area library programs, including methods of delivery, attendance statistics to gauge effectiveness and make modifications.

3.9   Establish relationships with sponsors, government providers and enhance the value of involvement of stakeholders.

3.10   Advocate council for improved library buildings and facilities.

3.11   Contribute to a "how to" package for programs/events to be utilised by internal and external library staff.

3.12   Plan, develop and manage library displays, visiting exhibitions and special programs.

3.13   Provide opportunities and advice for staff and volunteers to develop and grow professionally.

3.14   Conduct library stocktake by coordinating resources and staff to carryout stocktake, produce relevant reports and follow up on stock maintenance.

3.15   Contribute to the development of Library spaces to meet community needs.

STEP 4

4.1 Deliver positive partnerships and strategic alliances with appropriate external providers such as universities, schools, retirement homes, other government agencies.

4.2 Ensure the provision of best practice library service quality.

4.3 Develop implement & coordinate a support or resource sharing program/opportunity for other libraries in the area.

4.4 Evaluate effectiveness of managing staff and volunteers.

4.5 Assist Regional Library Manager to develop and implement new regional policies and procedures.

4.6 Maintain wider library industry liaison and involvement to assist with the provision of strategic advice for the council are on library trends and developments.