

Melton City Council

Resource Services Librarian

Position Description

PD: 00429

A vibrant, safe and liveable
City accessible to all

1. Position details

Position Title	Resource Services Librarian
Directorate	City Life
Service Unit/ Department	Libraries and Learning
Position Classification	Band 5
Enterprise Agreement	Melton City Council Enterprise Agreement No 9 2019 or any successor enterprise agreement.

2. Organisational relationships

Reports to	Coordinator Library and Operations and Resources
Supervises	Volunteers, Library staff when rostered Work experience/Industry Placement students
Internal liaisons	<ul style="list-style-type: none">Libraries and Council staff
External liaisons	<ul style="list-style-type: none">General public, Library users, Community groupsLibrary vendors, suppliersLibrary network special interest groups

3. Our Organisation

1. Council Values

Our Values; Vibrant Melton or **M**otivate, **E**mpower, **L**ead, **T**rust **O**pen and **N**urture represent how we behave and operate in all our interactions with community and each other. At Melton City Council our diversity is our strength. We foster an inclusive workplace where everyone, regardless of who they are or what they do for our organisation, is equally involved and supported in all areas of Council.

2. Occupational Health and Safety

Each employee has the right to a safe working environment and should advise their Manager/ Supervisor of any risk or condition which could result in accident or injury. Each employee is responsible for their own health and safety; to adhere to Melton City Council procedures, participate in appropriate safety education and evaluation activities.

3. Melton City Council Policies and Procedures

Our policies and procedures are set out in various documents located throughout the organisation and electronically on the intranet. It is the responsibility of each employee to familiarise themselves with these policies, procedures, including our Employee Code of Conduct.

4. Child Safe Environment

Melton City Council is committed to being a child safe organisation and has Zero tolerance for child abuse. Melton City Council is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is at the centre of our everyday thinking and service delivery. It is the responsibility of each employee to familiarise themselves with the Child Safe policy and procedure, including the Child Safe Code of Conduct.



5. General Information

The incumbent can expect to be allocated duties, not specifically mentioned in this document, but within the capacity, qualifications and experience normally expected from persons occupying positions at this classification.

4. Position objectives

- Enhance, develop, and evaluate dynamic library collections to ensure that collections meet community needs.
- Deliver high quality customer service at Council's library facilities that is responsive to community needs.

5. Key responsibility areas

- As a library customer service shift supervisor, you will provide leadership to staff in the delivery of high-quality customer service across the library service to ensure customers have a positive experience characterised by active engagement.
- Participate in the rostered library customer service shifts at library facilities or outreach points and proactively engage with customers to maximise their use of resources, equipment, technology, and online platforms.
- Research and prepare statistical reports and analysis using the Library Management System and electronic resources to meet performance measurement requirements.
- Develop and monitor quality control processes with library suppliers to evaluate their performance in delivery of resources and quality of data records.
- Under the guidance of the Coordinator Library Operations and Resources, identify and develop opportunities and initiatives that improve resource development outcomes and community satisfaction with the library collection.
- Oversee the creation and maintenance of catalogue records for the library management system to recognised industry and Libraries Victoria consortium standards.

6. Accountability and extent of authority

- Under the guidance of the Coordinator Library Operations and Resources, plan, deliver and evaluate the acquisitioning and cataloguing of library resources.
- Supervision of staff, resolving customer service issues, and smooth operation of the library facility when rostered as the customer service shift supervisor.
- Develop standing order plans and profiles that align with established library resource priorities and collection development policy.
- Ensure the timely development and scheduling of statistical reports for hard copy and electronic resources usage.
- Undertake routine library tasks, collection maintenance and shelving as required.
- Responsible for library facility opening and closing procedures as rostered.
- Operate within library procedures and guidelines, Council policies and under the provisions of relevant Acts, regulations, codes, standards, and policies.

7. Judgement and decision making

- Think creatively to develop innovative approaches, methods and processes utilising relevant knowledge and experience.

- Make decisions on the day-to-day operation of the library, customer information enquiries, and troubleshooting of equipment and technology.
- Ability to ensure consistency and quality control of library management system data and make decisions about the cataloguing and processing of resources.
- Identify and resolve problems using standard procedures and guidelines and provide recommendations within scope of expertise, though guidance and advice which is usually available within time to make a choice.
- Provide input into policies, plans and procedures for the library service relevant to area of responsibility.
- Problem solves general information technology issues and escalate as appropriate.
- Guidance and advice usually available within time to make a choice.

8. Specialist skills and knowledge

- Understanding of policies and procedures of the library service.
- Demonstrated knowledge and skills in the use of Microsoft Office applications, Library Management Systems, collection development, online library resources, eBooks, library apps, databases, and equipment such as computers, laptops, tablets, and mobile devices.
- Demonstrated knowledge and ability to catalogue library resources to industry standards.
- Analyse demographics, social trends, data and reports on industry best practice to improve library service delivery.
- Broad knowledge of reading trends and promotion of collections to increase statistics and meet the community needs.

9. Management skills

- Effectively lead staff as a shift supervisor, or in delivery for area of responsibility, and support staff with training or implementation of policies and procedures.
- Effectively manage and plan own time, establish priorities, set and achieve short-and long term goals for self in accordance with team and organisational objectives.
- Sound supervisory skills and ability to prioritise workflows and resolve customer issues in a busy customer service environment.
- Ensure OH&S and other legislative requirements are met in relation to the work areas within the responsibility of the position.

10. Interpersonal skills

- Demonstrated customer service skills with the ability to confidently and actively engage with customers to discuss and resolve issues and problem behaviour.
- Sound communication skills with the ability to develop rapport and work effectively with a broad range of stakeholders from diverse backgrounds, including staff, general public, schools, community organisations, industry networks, and Council service units.
- Excellent written and verbal skills with the ability to produce and execute online content, lesson plans and procedures for area of responsibility, and represent Council at appropriate industry special interest groups.
- Work in a team environment and gain cooperation and assistance from staff, members of the public and community groups of well-defined activities within the responsibility of the position.

11. Qualifications and experience

- A tertiary qualification acceptable for professional membership (librarian) of the Australian Library and Information Association together with public library experience, or significant progress towards that qualification together with a lesser library qualification and relevant public library experience.
- Demonstrated experience/knowledge in collection development and collection trends within public libraries.
- Current valid Victorian Driver's licence.
- Current valid Working with Children's check.

11. Key Selection Criteria

1. A tertiary qualification acceptable for professional membership (librarian) of the Australian Library and Information Association together with public library experience, or significant progress towards that qualification together with a lesser library qualification and relevant public library experience.
2. Demonstrated customer service skills with the ability to confidently and actively engage with customers to discuss and resolve problems.
3. Demonstrated knowledge and ability to use library online resources, computer equipment, mobile devices, and emerging technologies, with the ability to problem solve information technology issues.
4. Well-developed organisation and time management skills to prioritise workflows, plan and deliver programs to meet deadlines.
5. Demonstrated experience/knowledge in cataloguing and library acquisitions processes.
6. Excellent verbal and written communication skills together with the ability to develop rapport and engage with a broad range of stakeholders from diverse backgrounds, including organisations and the community.

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Manager Libraries and Arts

Approved by Position Title

March 2023

Date Approved

Incumbent's name

Signature

Date

