



LIBRARIAN READERS SERVICES

POSITION PROFILE

Division	Shire Services	Status	Full time, permanent
Unit	Library Services	Salary Grade	G10
Reports to	Team Leader - Readers and Research	Reviewed	February 2020

STRATEGIC INTENT

The Library enriches the community by providing access to information, education and cultural services and promoting lifelong learning, literacy and leisure opportunities

POSITION PURPOSE

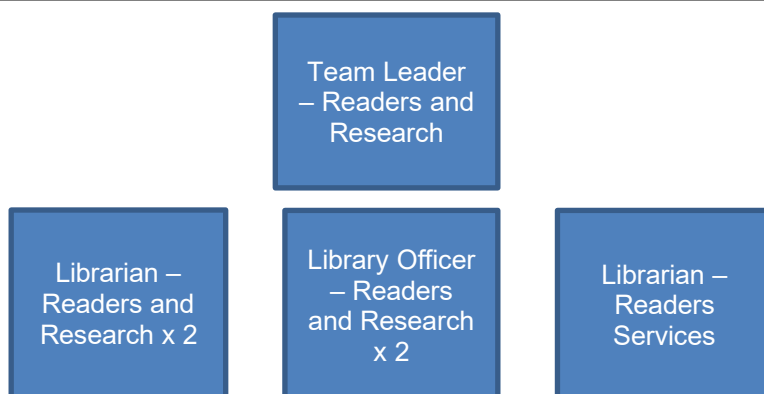
To assist in providing quality literacy and reader development services.

To encourage reading and facilitate access to reading resources by utilising the Library's collection.

To work with all Library staff, community groups and individuals to promote and develop reading and reader based activities.

Support Readers and Research in daily operations

STRUCTURE



POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
Develop and maintain a creative and inclusive adult readers service	Number of programs and events for adult readers
Source and secure speakers for adult reader related events.	Suitable speakers sourced.
Promote the role of the library as a major resource for recreational and informational reading	Increased use of Readers' Advisor services

Coordinate book club resources and other reading activities as required	Book clubs and other reader activities supported
Assist all the library customers to satisfy their recreational and information needs regardless of the format of request delivery, using any or/all resources/ formats available	Increased use of resources Positive feedback anecdotally or through customer satisfaction surveys
Initiate Interlibrary loans or orders when book group requests cannot be satisfied through library resources	Document Delivery guidelines satisfied
Support community and government initiatives that support and encourage reading including participation in writers and literary festivals and events.	Number of collaborative partnerships and initiatives supported
Work with Team Leader Readers and Research and Team Leader Community Engagement to develop and promote reader based activities and programs	Increased community engagement of readers
Up skill all staff in reading trends	Staff trained to promote reading
Attend courses and seminars for continuing education, on all areas of service delivery so skills are constantly updated	Course and seminars attended
Rostered to service points as required	Shifts covered
Support Readers and Research team in day to day operations	Tasks completed
Financial Accountability	
This position has been identified as having the responsibility of managing financial transactions for the organisation, as required.	In undertaking these duties you are placed in a position of trust and must abide by Council's Code of Conduct at all times. In the event that fraudulent conduct is suspected or identified, relevant processes including disciplinary will be followed, and where appropriate, relevant external agencies may be notified.

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	<ul style="list-style-type: none"> Degree or post graduate qualification in Library and Information Science or related area and eligibility for professional membership of the Australia Library & Information (ALIA) or equivalent Drivers Licence Current Working with Children Check
	Desirable	<ul style="list-style-type: none"> Accredited small group training or demonstrated experience in training
Experience or skills	Essential	<ul style="list-style-type: none"> Demonstrated experience in readers advisory work Thorough general knowledge of current publishing and literature of all genres

		<ul style="list-style-type: none"> • Demonstrated ability to liaise with individuals and community groups to develop relevant and customer focused programs for targeted audiences • Strong focus on customer service issues and superior skills in dealing with customers • Ability to meet deadlines and work under pressure • Demonstrated team, interpersonal and communication skills • Demonstrated ability to initiate and assist in the planning and delivery of library events • Competent in the use of library systems, digital collections, social networking tools and emerging technologies and applications relevant to public library service delivery and promotion
	Desirable	<ul style="list-style-type: none"> • Experience working in a public library • Experience in marketing and promotion of library services and events

CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> ▪ Communication skills: Work to build relationships with staff and the community. Communicate effectively to meet customer requirements ▪ Community centred: Build connections and collaborative partnerships to promote the library as a learning resource for the community ▪ Critical thinking: Critically examine work and activities, considering alternative points of view and approaching an issue as it relates to different stakeholders. ▪ Decision making: Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them. ▪ Goals oriented: Work to achieve unit, team and self-set goals, taking on challenging tasks and able to cope with the physical demands of the position ▪ Leadership: Participate in and promote a workplace culture of learning and growth ▪ People skills: Empower team members to think for themselves, resolve disputes effectively and initiate, coordinate and assist with and deliver learning programs to the community ▪ Professional development: Remain up to date with industry developments and identify and source learning opportunities for professional growth
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OUR VALUES

Behaviours	<ul style="list-style-type: none"> ▪ Collaborate - be open and welcoming, genuinely connect to others, include others, work together as one ▪ Achieve- be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day ▪ Respect – be honest and trustworthy, do what you say you will put yourself in the other person's shoes, listen to what's important to others ▪ Evolve – stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker
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CORPORATE OBLIGATIONS

Employees	No direct reports. Unit structure attached.
Delegations	Authority to operate within the Delegations attached to the position
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behaviour Guidelines.
Enterprise Content Management	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

SPECIFIC CONDITIONS OF EMPLOYMENT

Conditions in accordance with Core Enterprise Agreement covering salaried staff.

Position may be required to work at any Sutherland Shire branch library to meet operational needs.

This is a child related position under the definition of Council's Child Protection Policy.