



# BRANCH LIBRARIAN

## POSITION PROFILE

<b>Division</b>	Shire Services	<b>Status</b>	Permanent
<b>Unit</b>	Library Services	<b>Salary Grade</b>	Grade 10
<b>Reports to</b>	Coordinator – Customer Services Team	<b>Reviewed</b>	August 2020

## STRATEGIC INTENT

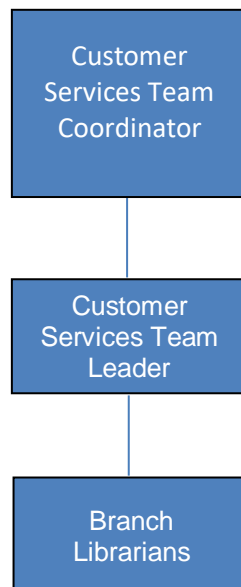
The Library enriches the community by providing access to information, education and cultural services and promoting lifelong learning, literacy and leisure opportunities.

## POSITION PURPOSE

Manage and oversee the day to day operations of a branch library in a professional and welcoming manner

Responsibility for the delivery of high quality customer and library services such as lending, information, reader services, programs, technology and equipment and collection arrangements

To supervise, lead and develop staff in the delivery of customer focussed, innovative and contemporary public library services



## POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
<b>Customer Service</b>	
Provide and develop services and facilities that meet the needs and expectations of community members	<ul style="list-style-type: none"> <li>Customer satisfaction and usage</li> </ul>
Develop branch libraries to reflect changing community requirements	<ul style="list-style-type: none"> <li>Customer satisfaction and usage</li> </ul>
Utilise library resources and emerging technologies to engage and assist customers in the use of technology	<ul style="list-style-type: none"> <li>Able to use a range of skills and technologies to deliver customer service across service points</li> </ul>
Ensure correct policies and procedures are followed and staff are aware / trained in changes	<ul style="list-style-type: none"> <li>Policies and procedures are regularly reviewed</li> <li>Customer service is consistent across library service</li> </ul>
Prepare rosters. Plan for interruptions to services	<ul style="list-style-type: none"> <li>Customer service points covered. Customers alerted to variances of service</li> </ul>
Manage projects as required	<ul style="list-style-type: none"> <li>Projects managed and completed</li> </ul>
<b>Leadership</b>	
Lead, supervise, support and develop staff	<ul style="list-style-type: none"> <li>Staff are skilled, focused and motivated to perform and achieve results in accordance with work and Unit plans</li> <li>Training needs identified and addressed</li> </ul>
In consultation with supervisors and team members prepare and regularly review annual work plans	<ul style="list-style-type: none"> <li>Work plans developed and reviewed</li> <li>Team performance managed to achieve best outcomes for strategic direction and objectives</li> </ul>
Participate in Council's performance review process and in staff development and opportunities	<ul style="list-style-type: none"> <li>Appraisals and reviews completed as required</li> </ul>
Provide support to the Library Management Team as required	<ul style="list-style-type: none"> <li>Contribution and participation in meetings, workshops, and planning sessions</li> </ul>
Facilitate and maintain a productive and cohesive team environment	<ul style="list-style-type: none"> <li>Team cohesion and satisfaction</li> </ul>
Commitment to maintain professional knowledge and awareness of new and emerging trends and technologies	<ul style="list-style-type: none"> <li>Professional knowledge</li> </ul>
Commit to continuous improvement processes. Display flexibility and responsiveness to changing needs and expectations	<ul style="list-style-type: none"> <li>Demonstrates flexibility and focus through day to day work</li> </ul>
Oversee the maintenance of branch library building, equipment and resources	<ul style="list-style-type: none"> <li>Facilities maintained</li> <li>Referral of issues as required</li> </ul>
Responsible for daily account balancing	<ul style="list-style-type: none"> <li>Cash handling procedures adhered to</li> </ul>

<b>Programs &amp; Outreach</b>	
Actively promote library resources, services and programs	<ul style="list-style-type: none"> <li>Customers made aware of library services, resources and programs</li> <li>Statistics and feedback</li> </ul>
Assist with the running of community programs and initiate programs in consultation with Community Engagement Team	<ul style="list-style-type: none"> <li>Suggestions offered. Programs scheduled</li> <li>Statistics and feedback</li> </ul>
Coordinate baby to pre-school, class and other interest group visits and programming	<ul style="list-style-type: none"> <li>Consistently high quality programs offered at all branches.</li> </ul>
<b>Reporting</b>	
Attend Branch Librarian meetings and perform duties of chair / minute taker as per meeting roster	<ul style="list-style-type: none"> <li>Meetings are attended, participation is constructive and contribution minuted.</li> </ul>
Present verbal or written report of branch activities as required	<ul style="list-style-type: none"> <li>Reports provided</li> </ul>
Contribute to accurate collection of required library statistics	<ul style="list-style-type: none"> <li>Surveys and all required statistical reports completed.</li> </ul>

## SELECTION CRITERIA / SUCCESS PROFILE

<b>Qualifications, Certificates or Licences</b>	Essential	<ul style="list-style-type: none"> <li>Degree or post graduate qualifications in Library &amp; Information Science or related area and eligibility for professional membership of the Australian Library &amp; Information Association (ALIA)</li> <li>Working with children check number to be provided for verification or willing to obtain prior to appointment</li> <li>HLTAID003 Provide First Aid or willingness to complete within 3 months of employment (Council will schedule attendance and training)</li> </ul>
	Desirable	<ul style="list-style-type: none"> <li>Drivers Licence</li> </ul>
	Essential	<ul style="list-style-type: none"> <li>Demonstrated ability to lead, develop and motivate staff to build a culture of quality service and improvement in a busy environment (as a guide 3 years minimum experience)</li> <li>Skilled in the use of library systems and in the use and instruction of current and emerging technologies relevant to public library service delivery</li> <li>Skilled in initiating, developing and presenting library programs and events for various age and interest groups.</li> <li>High level communication, interpersonal and conflict resolution skills</li> <li>Demonstrated experience in outreach, information and reader services using traditional and online resources</li> </ul>

	Desirable	<ul style="list-style-type: none"> <li>▪ Familiarity with the concepts of marketing and promotion as related to the requirements of a branch library service</li> <li>▪ Sound knowledge of current events and literature of all genres</li> </ul>
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## CORE CAPABILITIES

Attributes	<ul style="list-style-type: none"> <li>▪ <b>Decision making:</b> Achieving desired outcomes by evaluating and identifying options, and involving others in decisions affecting them.</li> <li>▪ <b>Goals oriented:</b> Works to achieve self-set goals, taking on challenging tasks when necessary in order to achieve them.</li> <li>▪ <b>Critical thinking:</b> Critically examine work and activities, considering alternative points of view and approaching an issue as it relates to different stakeholders.</li> <li>▪ <b>Communication skills:</b> able to articulate complex and technical matters in simple terms.</li> <li>▪ <b>People skills:</b> empowers others to think for themselves, able to approach and attempt to resolve disputes in a constructive way and able to provide positive and constructive feedback when necessary.</li> <li>▪ <b>Team focussed:</b> Willing to be mentored, and to share skills, experience and knowledge via formal and informal collaboration with colleagues.</li> </ul>
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## OUR VALUES

Behaviours	<ul style="list-style-type: none"> <li>▪ <b>Collaborative</b> - be open and welcoming, genuinely connect to others, include others, work together as one.</li> <li>▪ <b>Active</b> - be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day.</li> <li>▪ <b>Respectful</b> – 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.</li> <li>▪ <b>Evolving</b> – stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker.</li> </ul>
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## CORPORATE OBLIGATIONS

Employees	Staff rostered to branch. 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.

<b>Code of Conduct</b>	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it.
<b>Workplace Behaviour &amp; EEO</b>	All activities must comply with Council's Workplace Behaviour Guidelines.
<b>Enterprise Content Management</b>	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.
<b>Continuous Improvement</b>	Identify obsolete and inefficient practices and recommend changes where appropriate.
<b>Customer Focus</b>	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
<b>Procurement</b>	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement.

## **SPECIFIC CONDITIONS OF EMPLOYMENT**

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- 35 hours over 7 days
- Position participates in a rotation system between branch libraries. Position may be required to work at any Sutherland Shire Library to meet operational and roster needs
- This is a child related position under the definition of Council's Child Protection Policy
- This position has been identified as having the responsibility of managing cash transactions for the organisation when 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 identified, ICAC will be notified and the disciplinary process will be followed.