

Position Description

Librarian

Date: December 2020
Division: Corporate Services

Position title:	Librarian
Classification:	Grade 4 - Band 2 Level 2 of the Local Government (State) Award
Reports to:	Executive Manager Corporate Services
Direct reports:	Part-time, Casual and Volunteer staff
Liaison:	Internal – Council staff External – Members of the public, including home borrowers, staff of Central Northern Regional Library and other Australian libraries
Position purpose:	To manage the delivery of effective and efficient library services for residents and visitors in accordance with the policies and objectives of Uralla Shire Council and Central Northern Regional Library.

1. Organisational Commitment

Employees are required to work toward the goals, values and corporate objectives of the Uralla Shire Council and accordingly demonstrate the following inherent requirements:

- **Professionalism, Integrity & Ethics**– display a high level of effort and commitment to work performance, exercise reasonable skills and diligence, adhere to Council and industry standards and codes of ethics, and demonstrate trustworthiness and responsible behavior.
- **Teamwork** - encourage and facilitate cooperation, pride, trust, and group identity; foster commitment and team spirit; work cooperatively with others to achieve required outcomes.
- **Customer Service** - work and communicate with the general public, internal and external customers to provide information and quality services targeted to meet customer expectations.

2. Responsibilities, Competencies and Accountabilities

Core Responsibilities

1. Manage the planning, administrative and budgetary functions of library services.
 - a. Develop, implement and manage effective and efficient library services in accordance with the policies and objectives of Uralla Shire Council and Central Northern Regional Library.
 - b. Monitor and control the budget for library services, technology and media in consultation with the Community Development and Tourism Coordinator.
 - c. Order materials and maintain records for payment of invoices.
 - d. Analyse and evaluate library services, technology and media service requirements and make recommendations on future needs and directions.
 - e. Prepare reports related to library services, technology and media services, resources and activities as required by Uralla Shire Council and Central Northern Regional Library.
2. Maintain the organisation of library materials.
 - a. Ensure efficient access by users.
 - b. Maintain inventories, compile statistics and generate reports for all branches.
3. Provide library services in response to the needs of library users with a high and consistent standard of customer service.
 - a. Operate circulation desk (loans, returns, renewals & reservations)
 - b. Respond to daily on-site requests for information.
 - c. Train library users to effectively search the Library catalogue, Internet and other electronic resources.
 - d. Plan, co-ordinate, deliver and evaluate a range of programs to meet the needs of the community (e.g. Children's and youth programs, book groups, workshops and other programs specific to the community)
 - e. Provide an interlibrary loan service for book materials and maintain records.
 - f. Maintain and rotate resources at Bundarra Library.
4. Roster, supervise and develop staff and volunteers to provide high quality library services.
5. Carry out other duties as directed within the scope, skill and competence level of the position and employee.

Key Tasks

As per those determined in the annual divisional review and within the essence of the positions core responsibilities, (as set out above), not withstanding the need to review and alter the list in response to operational changes, workloads and staff development on an on-going basis. Where it is required that tasks need to be added/removed this will be clearly communicated to the incumbent.

Competencies and Accountability

The incumbent will be required to have competencies and accountability relevant to the position in-line with those set out in the Local Government Award for Band 2 Level 2 Administrative/Technical/Trades, they are as follows:

Authority and accountability: Responsibility as a trainer/co-ordinator for the operation of a small section which uses staff and other resources, or the position completes tasks requiring specialised technical/administrative skills.

Judgement and problem solving: Skills to solve problems which require assessment of options with freedom within procedural limits in changing the way work is done or in the delegation of work. Assistance may be readily available from others in solving problems.

Specialist knowledge and skills: Positions will have specialised knowledge in a number of advanced skill areas relating to the more complex elements of the job.

Management skills: May require skills in supervising a team of staff, to motivate and monitor performance against work outcomes.

Interpersonal skills: In addition to interpersonal skills in managing others, the position may involve explaining issues/policy to the public or others and reconcile different points of view.

Qualifications and experience: Thorough working knowledge and experience of all work procedures for the application of technical/trades or administrative skills, based upon suitable certificate or post-certificate-level qualifications.

Performance Measures

As per those set out in the annual performance assessment, or as determined following the appointment of a new officer for a remaining part year.

Performance measures are determined giving consideration to the desired corporate objectives of the organisation as set out in Corporate Service Plans and the broader community services delivery outcomes as detailed in Councils Operational Plan and Delivery Program.

Delegation of Authority

Delegations of Authority are detailed under separate official delegation instrument through the General Manager and are reviewed annually.

The freedom to act and make decisions is governed by clear objectives and budgets with frequent prior consultation with management and a regular reporting mechanism to ensure adherence to such objectives and budgets.

3 Terms and Conditions of Employment

Required personal attributes and qualities

- Leadership – The ability to demonstrate and provide leadership in the long term interests of the organisation.
- Understanding and acceptance of a change culture – The ability to embrace a continual change position and readily look to seek out and implement new initiatives for the betterment of the community and for the long term sustainability of Council's operations.
- Relationships – The ability to build effective and productive relationships within internal and external stakeholders.
- Commitment, attitude and application to duties – The ability to apply an appropriate level of commitment, attitude and application to duties which will result in measurable outputs and results against identified performance indicators.
- Professionalism – The ability to participate and contribute as a team member in a manner which is supportive and professional, including being respectful of differences of opinion, whilst maintaining the ability to accept the final determination.
- Cooperation and cohesion – The ability to maintain cooperation and cohesion when undertaking all duties in an environment where leadership is provided and professional standards are observed.
- Positive and proactive – The ability to maintain a positive and proactive disposition in times of contradiction and challenge to ones professional and ethical position.
- Practical and common sense approach – The ability to apply a practical and common sense approach to problem solving and to look for innovative solutions.
- Ethics, integrity and values – to always display ethics, integrity and values that reflect personal conduct beyond reproach.

Corporate Accountabilities

- Comply with all legislative requirements of the role.
- Ensure that personal and professional behavior is consistent with the values outlined in the Model Code of Conduct for Local Councils in NSW and the Uralla Shire Council Workplace Standards of Conduct.
- Adhere to Council plans, policies, protocols and (as required) actively document and revise procedures to ensure they remain current and relevant.
- Store and maintain corporate records in Councils electronic document management system in accordance with relevant protocols, procedures and the State Records Act.
- Actively share information and knowledge on issues, training and practices to relevant staff.
- Identify and subsequently remove, mitigate against or minimize exposures to risk.
- Dress appropriately for the role, including wearing an appropriate uniform if required.

Perform as a Team Member

- Productively and cooperatively contribute to the outcomes of work teams.
- Attend and positively contribute to team meetings.
- Take responsibility for and manage own work and contribute to a productive team and work environment.

- Work cooperatively and proactively to achieve the objectives of Services Plans and the priorities identified in the Community Strategic Plan.
- Regularly review and appraise own performance against required levels.
- Undertake an annual performance assessment and contribute to the development of annual work and training plans.

Customer Service Responsibilities

- Comply with Councils Customer Service Charter and Standards.
- Be accessible and provide customers with clear and accurate information.
- Communicate with customers in a professional and courteous manner.
- Maintain a proactive flow of information with customers.
- Manage customer enquiries, complaints and record keeping within required timeframes.
- Maintain a high standard of personal hygiene and grooming.

Work Health and Safety Responsibilities

- Follow safe practices/procedures to perform your duties in a manner so as not to put yourself or others at risk of harm.
- Immediately report any hazards, incidents and accidents to the relevant supervisor and take appropriate action.
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified.
- Participate in the development and review of Risk Assessments.
- Report all incidents and near misses.
- Comply with the return to work program.

EEO and Anti-discrimination Responsibilities

- Adhere to all legislation and follow all protocols and procedures.
- Act to prevent workplace harassment or discrimination and report any known incidents.

4 Selection Criteria

Essential Criteria:

Eligible for professional Associate Membership of Australian Library and Information Association and consideration may be given to candidates with Diploma level qualifications who have appropriate experience.

Must hold a current Working with Children Check Clearance and a current Australian Class C drivers licence.

Demonstrated knowledge and understanding of public library trends and challenges.

Demonstrated commitment to customer service.

Demonstrated experience managing the day to day operations, programs and activities of a public library.

Ability to lead and develop staff and volunteers to provide quality library services.

Excellent verbal communication and interpersonal skills.

Ability to monitor and control staff, material and maintenance budget.

Excellent computer literacy with experience in Microsoft applications and library database systems.

Demonstrated ability to manage multiple priorities to deliver required outcomes.

Knowledge and commitment to EEO, WHS and ethical practice principles.

Ability to work weekends.

5. Acknowledgment

I have received and read the position description as detailed above.

Job Occupant:

Date:

Supervisor:

Date:

Key tasks, performance measures and delegations of authority documents will be provided by your supervisor.

Please note- Position Descriptions are regularly reviewed to ensure they are current and may need to be altered from time to time. Any changes will only occur following consultation with the incumbent and will reflect the organisational requirements at the time.