

POSITION DESCRIPTION

Branch Library Officer
(POS2024) (POS1404) (POS1403) (POS1405)

Directorate:	Community & Culture	Department:	Library and Museum Services
Position Grade:	10	Reports to:	Branch Librarian
Last review:	February 2019	Next review:	June 2020
		Version No.:	1.0

Position purpose:

To manage and deliver best practice library customer and network services through the support and development of a trained, responsive and engaged customer service team and the provision of quality programs and services relevant to local community needs.

Key accountabilities/responsibilities:

Responsibilities include:

- 1) Implementing and supporting the development of the Library's vision, mission and plans; and supporting the engagement of staff and customers in the development and delivery of quality branch services and targeted programs to address local community needs in the areas of collections, facilities, technology, marketing and outreach programs.
- 2) Overseeing the day-to day operation of a branch providing supervision and leadership to foster team development, flexibility and staff engagement in quality service delivery in line with Council's corporate objectives and policies.
- 3) Contributing to policy development, strategic planning and continuous improvement; engaging stakeholders in the planning and implementation of annual Customer Service Delivery and Improvement Plans.
- 4) Supporting co-ordination and continuous improvement activities across the branches through engagement in regular Liverpool Library staff meetings, data collection and evaluation; regular work reviews with the Branch Librarian; annual work plans and communications.
- 5) Coordinating, supporting and engaging Branch staff to design, develop and deliver quality services to customers; through regular Branch staff meetings and individual work reviews; annual work plans and communications.
- 6) Implementing best-practice library programs tailored to the needs of local branches, including recreational and/or educational programs; and those for identified priority local target groups.
- 7) Supporting communications and partnerships within the library service, Council and community stakeholders to facilitate effective services to, and support of, the Branches' customers and network services.
- 8) Providing branch staff support, engagement and development activities including induction, recruitment, training (in line with the Library and Council Training Plans) and performance management.
- 9) Co-ordinating within the branch, staff rostering and leave arrangements to ensure the effective resourcing, operation of branches and direct customer support during opening hours including night and weekend shift work. Work at, or rotate to, other branches when required.
- 10) Documenting and implementing WHS practices and conduct risk assessments.
- 11) Applying the principles of equity, EEO, cultural diversity and ethical practices so that staff and clients are treated fairly and have equal access to information and services.

Decisions made in the position:

- 1) General customer service work
- 2) General operational decisions in the absence of the Branch Librarian

Decisions referred:

- 1) All other decisions to be referred to the Branch Librarian or Coordinator Customer & Network Services

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Key issues/challenges:

- 1) Providing effective leadership to all staff working within the Branch, including planning, customer service, teamwork and professional development, staff engagement in program development and performance management.
- 2) Supporting the Branch Librarian in effectively co-ordinating staff, programs and activities within the Branch. Participating as an effective member in Branch teams, and where appropriate providing leadership and supervision to staff teams.
- 3) Supporting and implementing staff and customer engagement, development and communication programs within the Branch. For staff this includes Corporate communications, learning and development, industrial and performance management systems, financial, technological and WHS systems. For the community this includes regular customer satisfaction surveys, consultations on program priorities, and innovative communication strategies.
- 4) Maintaining effective branch staff resourcing through workload management, recruitment, rosters and leave management.
- 5) Implementing effective data collection systems to enable service evaluation and continuous improvement.
- 6) Responding to customer needs and complaints, negotiating satisfactory outcomes.
- 7) Ensuring that day-to-day duties are completed on a timely basis and that agreed deadlines are met.
- 8) Handling money at the Customer Service Desk and reconciling the daily intake
- 9) Maintaining up-to-date knowledge of customer services, library issues, as well as a current awareness of changing information technology.
- 10) Supporting effective change management initiatives, exhibiting flexibility and adaptability and supporting the development of the Library Service to reflect changing community requirements.
- 11) Using a wide range of information technology and library equipment, including providing assistance with public access information technology and equipment.
- 12) Being familiar with and following established Library policies and procedures.
- 13) Implementing and maintaining sound risk management practices within sphere of accountability and authority by identifying, evaluating, managing and escalating risks as required.
- 14) Ensure staff are aware of and adhere to the policy and enterprise risk management framework (only required there is a direct reporting line to the people leader/risk owner)

Key working relationships:

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|---|-----------------|
| • Branch Librarian | • Library Staff |
| • Coordinator Customer & Network Services | • Community |
| • Manager Library and Museum Services | |

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POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA

Qualifications/Licences

- Completion of, or progress towards, a diploma-level course, or equivalent, conferring eligibility for library technician membership of the Australian Library and Information Association.
- Current Class C Drivers Licence.
- This position is subject to a working with children check. Please provide your current working with children check verification number.

Experience

- Previous experience working in a public library or customer service environment.
- Demonstrated ability to lead and participate as an effective team member and to supervise teams of staff.
- Training staff and customers in the policies and procedures, use of equipment and access to the collection.
- Assisting with information enquiries
- Experience with inter-library loans, collection management, and digital services.

Knowledge and Skills

- Excellent communication skills, both oral and written.
- Ability to work as part of a team and lead teams of staff
- An understanding of policies, practices and procedures in a range of libraries.
- Knowledge of Library Management Systems, digital technology and corporate systems.
- Sound knowledge of Readers Advisory, Reference techniques, Database searching including use of Internet and other networked services.
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity.

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Storytelling skills and ability to facilitate hands on activities with children, youth, adults, seniors and community groups.
- High level information technology skills, including database searching, use of corporate software.

Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous