

POSITION DESCRIPTION

Systems & E Services Librarian (POS1378)

Directorate:	City Community & Culture	Department:	Library and Museum Services
Position Grade:	Grade 12	Reports to:	Team Leader Library Technology
Last review:	March 2019	Next review:	July 2020
		Version No.:	1.0

Position purpose:

Implements, maintains, supports and enhances library technologies to provide innovative library services. Supporting library staff and customers to use library Information Technology to its full potential, including training in the use of information technology (IT) and its application in a library environment.

Key accountabilities/responsibilities:

Responsibilities include:

- 1) Implementing and supporting the development of the Library's vision, mission and plans and deliver quality and customer focused library technology to Liverpool City Council Staff and external customers.
- 2) Monitor and maintain the Library Management system, and its integration with other Library technology systems.
- 3) Monitor and maintain eservices and website platforms to deliver online services
- 4) Undertaking regular reviews of stakeholder training needs and, in consultation with them, develop and deliver an annual Information Technology Training program for Liverpool Library staff and external customers.
- 5) Supporting consultations with management, specialist and branch staff and the community on E-services and information technology policies and priorities; and deliver Information Technology programs in line with consultation outcomes and standards outlined in the Library's Information Technology policy.
- 6) Supporting the Library Information Technology team to develop and deliver quality services to Liverpool City Council Staff and external customers through participation in regular staff meetings and work reviews, annual work plans and communications.
- 7) Reviewing, maintaining and reporting to the Coordinator Information Services on the performance of e-services and other technology systems and programs required for library operations.
- 8) Providing input into the development of the Library Strategic IT Plan and Budget.
- 9) Implementing and reporting on approved Work Program targets including key deliverables arising from the annual Library Strategic IT Plan and Budget.
- 10) Maintaining records, evaluating and reporting to the Coordinator Information Services on the performance of the annual Information Technology Training programs and E-services
- 11) Supporting the development and implementation of induction and training to staff in approved Library IT policies and systems.
- 12) Planning, supporting and developing effective whole-of-library staff training to support the introduction of new Library IT systems and upgrades.
- 13) Performing other duties as required from time to time including provision of direct customer support as required across the library network including night shift and weekend work.
- 14) Implementing Council's WHS policy and be aware of WHS issues.
- 15) Applying knowledge of equity, EEO, cultural diversity principles and ethical practices when dealing with staff and customers.

Decisions made in the position:

- 1) Operational requirements for library technology systems and training programs.
- 2) General customer service decisions.

Decisions referred:

- 1) Work Plan projects and priorities
- 2) Training program activities and priorities
- 3) Program Policy and Procedure decisions.
- 4) Matters requiring escalation.

Key issues/challenges:

- 1) Supporting continuous improvement in information technology services.
- 2) Effective team participation, co-ordination and liaison with specialist library staff in the provision of quality information technology services.
- 3) Supporting staff and customers engagement in identifying needs so as to provide relevant resources and information technology, including online resources, training and services.
- 4) Integrating and co-ordinating across library branches
- 5) Maintaining the range of library information technologies to provide integrated online services
- 6) Developing innovative library information technology solutions
- 7) Providing quality customer services, training and communications
- 8) Ensuring that day-to-day duties are completed on a timely basis and that arranged deadlines are met.
- 9) Supporting the development, implementation and review of library policies and procedures.
- 10) Utilising resources within budget allocations and identifying potential cost savings through improving work processes and practices.
- 11) Maintaining and enhancing library IT Training records
- 12) Developing innovative library IT training programs

Key working relationships:

- Coordinator Support Information & Services
- Council IT Department
- Team Leader Systems
- Library Staff

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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

- Library Degree recognised as eligible for professional membership of the Australian Library and Information Association or equivalent in related field
- Class C Drivers Licence

Experience

- Demonstrated experience of innovative library technology and its application.
- Demonstrated experience developing and supporting the delivery of IT training
- Demonstrated skills in working to deadlines and managing workload priorities
- Demonstrated experience in supporting workplace change
- Demonstrated ability to work independently or as part of a team
- Demonstrated experience in customer service in a diverse multicultural environment

Knowledge and Skills

- Good written, verbal and interpersonal communication skills
- Strong general IT knowledge, including personal devices and pc's
- Good understanding of Library Management Systems and eservices platforms
- Good customer service skills
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multicultural diversity

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Good understanding of public library environments
- Experience in working with diverse communities and target groups.



Our vision:

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

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous