



CITY OF ALBANY POSITION DESCRIPTION ADULT & COMMUNITY SERVICES LIBRARIAN

1. CITY OF ALBANY VALUES

All Councillors, Staff and Volunteers at the City of Albany will be...

- **Focused:** on community outcomes - This means we will listen and pay attention to our community. We will consult widely and set clear direction for action. We will do what we say we will do to ensure that if it's good for Albany, we get it done.
- **United:** by working and learning together - This means we will work as a team, sharing knowledge and skills. We will build strong relationships internally and externally through effective communication. We will support people to help them reach their full potential by encouraging loyalty, trust, innovation and high performance.
- **Accountable:** for our actions - This means we will act professionally using resources responsibly; (people, skills and physical assets as well as money). We will be fair and consistent when allocating these resources and look for opportunities to work jointly with other directorates and with our partners. We will commit to a culture of continuous improvement.
- **Proud:** of our people and our community - This means we will earn respect and build trust between ourselves, and the residents of Albany through the honesty of what we say and do and in what we achieve together. We will be transparent in our decision making and committed to serving the diverse needs of the community while recognising we can't be all things to all people.

2. POSITION IDENTIFICATION

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| TITLE: Adult & Community Services Librarian | <pre>graph TD; ED[Executive Director Community Services] --> MA[Manager Arts & Culture]; MA --> TL[Team Leader Library]; TL --> LACS[Librarian Adult & Community Services];</pre> |
| LEVEL: Level 6, City of Albany Enterprise Agreement 2019 | |
| DIRECTORATE: Community Services | |
| REPORTS TO: Team Leader Library RESPONSIBLE FOR: Library Officers, Volunteers | |

3. POSITION OBJECTIVE

This position is responsible for working in a support role within the City of Albany to:

- Develop, promote and deliver library services to the adult community in the City of Albany.
- Lead and coordinate a team of Library staff and provide high level professional advice and support to the team;
- Ensure the provision of quality and timely customer service to Library customers; and
- Foster continuous improvement in the workplace and excellence in customer service.

4. KEY RESPONSIBILITIES

Leadership and Management

- Supervise and develop the performance of a designated team of Library Officers. Provide leadership, mentorship and training to team members
- Provide team members with technical advice and professional support.
- Develop, promote and maintain high standards of library service and library presentation.
- Facilitate team input into strategic and service planning processes and implement corporate goals, objectives and programmes relevant to the team.

General

- Prepare and monitor relevant service and program budgets.
- Oversee work experience and practicum programs.
- Oversee, monitor and supervise library operational tasks Oversee the development, promotion, review and delivery of programs and services for people with special needs including the Home Library Service.
- Develop and maintain library collections including cataloguing and catalogue maintenance
- Oversee and review the provision of library services to the UWA Albany Centre and their partners.
- Monitor library and other relevant trends and actively contribute to Library policy, planning and service development and promotion.
- Proactively engage and participate in professional development opportunities for the library and information sector
- Implement and monitor Library operational performance measures
- Other general duties as required.

Interpersonal Skills/Customer Service

- Work with City of Albany colleagues to ensure effective implementation of Community Services strategies.
- Assist with the development and maintenance of cooperative relationships with key stakeholders and community groups.
- Assist with maintaining strategic partnerships that will have measurable benefits to the City of Albany and the community to expand the impact of Library services.
- In conjunction with the Youth Services Librarian, develop and co-ordinate effective teamwork, multi-skilling, job rotation and rostering of Library Officers.
- Assist Library Management with the recruitment and induction of team members.
- Develop, coordinate and supervise effective induction and training programs for Library staff.
- Coordinate day-to-day customer service operations ensuring quality and timely service.
- Foster, advocate and implement the City of Albany's customer service standards and practices.
- Implement systems to ensure that customer service requirements and standards are met.
- Provide reference and information service and assist customers with using and accessing library resources, services & facilities
- Actively participate in and contribute to the development and delivery of library programs that support community learning, build individual capacity and encourage community connections
- Oversee the development, maintenance and promotion of inclusive collections that best meet the needs of the adult sector of the community including: people with disabilities and CALD communities.
- Develop and maintain local stock and serial collections
- Assist with delivering support and training to regional libraries
- Promote and implement best practice and quality improvement programmes and activities within the team.

Occupational Health and Safety

- Take reasonable care for own / individual health and safety and for the health and safety of others, including the implementation of risk control measures that are within own / individual control to prevent injuries or illnesses.
- Comply with any reasonable instruction from the City of Albany and monitor and rectify work practices to ensure compliance with OH&S Regulations.
- Abide by the City of Albany policies and procedures.
- Report any workplace hazards. Everyone in the workplace shares this responsibility equally.
- Report any workplace injury, illness or near misses. It is important to report all injuries, no matter how insignificant they may seem.

Supervisors must:

- Provide appropriate instruction, information, training and supervision to staff and others to enable work to be carried out safely.
- Facilitate and encourage feedback from the team regarding OH&S issues.

5. REQUIREMENTS OF THE JOB

Skills

- Models appropriate behaviour in line with City of Albany Code of Conduct.
- Thinks and acts with a long-term perspective, ensuring that plans and outcomes contribute to City of Albany priorities.
- Demonstrates excellent interpersonal skills and builds productive relationships with people at all levels within and outside the team.
- Relates very well with others, listens, understands and adapts to different audiences.
- Highly developed time management and organisation skills, including, setting priorities, planning and organising work.
- Highly developed communication skills, both written and verbal.
- Highly developed negotiation and problem solving skills.
- Highly developed customer relations skills with strong customer and community service focus and commitment.
- Well developed leadership and teamwork skills.
- Ability to motivate and co-ordinate an effective multi-skilled team.
- Ability to develop and enhance staff performance and skills.
- Ability to develop, embrace, promote and implement quality improvement and best practice activities.
- Ability to develop and review systems, procedures and performance measures.
- Highly developed ability to plan, develop, implement and promote library programs and promotional activities.
- Sound librarianship and library collection management skills.
- Sound computer skills with developed knowledge of the Microsoft Office suite (especially Word, Excel and Outlook), Library Management Systems and Online Databases.
- Ability to effectively develop and monitor budgets.
- Ability to perform manual handling tasks.

Knowledge

- Working knowledge of and ability to apply relevant award and enterprise agreement conditions.
- Working knowledge of Occupational Safety & Health legislation and responsibilities.
- Sound knowledge of and interest in the provision of public library services and programs for adults.
- Sound knowledge of literature and library collections to suit adults
- Working knowledge of Council structure, services, plans and policies

Experience and Qualifications

- Qualifications in Librarianship (Eligibility for Associate Membership of ALIA)
- Considerable experience in libraries at a professional level (minimum 3 years)
- Considerable experience in implementing cultural projects, programmes and services with community groups
- Experience in working in the public sector or local government (desirable).
- Supervisory experience in a customer service environment.
- Certificate IV Business Management (Frontline Management Program) or equivalent
- 'C' class driver's licence
- National Police Clearance

6. CERTIFICATION

As the occupant of this position, I have noted and agreed to the Values, statement of duties, responsibilities and other requirements as detailed in this document.

NAME: _____ SIGNATURE: _____
(Please print)

DATE: _____

WITNESS NAME: _____ SIGNATURE: _____
(Manager or above) (Please print)

DATE: _____