

Librarian

POSITION DESCRIPTION



Position Number:	1838
Department:	Community Services
Section:	Communities and Culture
Unit:	Library and Child Services
Position Status:	Casual
Classification:	Level 5 – Rockhampton Regional Council Certified Agreement 2022– Internal Employees
Reports To:	Supervisor Client Services
Revised:	Jan 2024

General Position Statement

This position supports Council’s direction through professional and efficient supervision of the day-to-day operations of a library branch, providing high quality customer and collection services and enabling library visitors to access and enjoy library resources, facilities and programs.

Performance standards and expectations relating to this position will be detailed in the individual performance plan.

Specific Responsibilities

The successful candidate must be able to fulfil the following position responsibilities.

- Ensure library operations such as circulation, reference services, programming, collection development, cataloguing and systems maintenance are delivered effectively and efficiently in accordance with policies and procedures, required outcomes and timeframes.
- Provide excellent customer service to library clients and visitors, deal appropriately and empathetically with customer concerns and feedback, and actively work to successfully resolve customer issues.
- Provide direction, task supervision and mentoring to staff to foster a high performing team that is cohesive, motivated, and well-trained in the provision of quality customer service to all library visitors.
- Prepare and deliver engaging programs, events and training sessions as required to promote library services, support literacy development, and encourage lifelong learning.
- Provide highly effective reference and readers' advisory services to a diverse range of clients to ensure equitable access to library resources and information.
- Promote the use of new technologies and digital resources and assist library staff and clients to develop their digital literacy skills, troubleshooting and resolving technical issues as required.
- Monitor and evaluate collections and spaces to maintain inviting, relevant and well-presented collections as well as welcoming and inclusive library spaces, for all visitors.
- Work collaboratively with library and Council colleagues to achieve strategic goals and objectives and contribute constructively and positively towards continuous improvement and change management.

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- Refer matters that may impact upon the business, Council and employees to the relevant Team Leader, Supervisor/Curator, Coordinator or Manager.
- Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements

Your suitability for this role will be assessed against the following competencies.

Skills/Competencies

- Strong commitment and passion to promote libraries as community hubs for recreation, learning and literacy, through provision of a variety of customer resources, services and programs.
- Demonstrated knowledge & experience of work practices, procedures, and activities relevant to public libraries, including circulation and shelving, reference and readers' advisory, programming, print and digital resources, collection development, cataloguing and LMS/systems maintenance.
- Proven experience in the provision of quality library customer service and an ability to deal appropriately and effectively with customer concerns/feedback, utilising excellent interpersonal and communication skills and/or conflict resolution and negotiation skills as required.
- Demonstrated ability to plan and guide the successful achievement of required operational outcomes and to provide staff supervision, support and training to build a cohesive, well-functioning team committed to continuous improvement.
- Proven ability to prepare and deliver engaging programs and activities that promote community awareness and development, driving increased library usage.
- Demonstrated experience in the integration and promotion of new technologies in libraries with a willingness to support customers and develop community use.
- Demonstrated ability to build positive and collaborative partnerships with customers, library staff and other Council colleagues, and to proactively resolve problems and conflicts.
- Communicate Effectively – Ability to communicate with others verbally and in writing to meet requirements of the role.
- Teamwork and Collaboration – Ability to work together with others to achieve common goals both within immediate team and teams across Council.
- Problem Solving – Ability to analyse problems by gathering information and develop a solution (in line with role responsibilities) or options and make a recommendation.
- Decision Making – Ability to use sound judgement to make the best decision based on information gathered and analysed within the boundaries of the role.
- Manage Risk – Ability to identify, understand and manage risks so that work can be delivered safely and to required standard.
- Deliver Excellent Customer Service – Ability to meet customers' expectations around safety, time, cost and quality.
- Focus on Continuous Improvement – Ability to identify opportunities to enhance team effectiveness and improve team's customers' experience.
- Adaptable to change – Ability to adapt to changing work environments, technology, work priorities and organisational needs.
- Ability to effectively operate Council's computer systems including the library management software and the MS Office Suite.

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Qualifications

- Degree qualification in library and information management (or related discipline) and/or substantial proven experience in a public library environment.
- Blue Card for working with Children and Young People. This position falls under the definition of regulated employment in the *Working with Children (Risk Management and Screening) Act 2000* and as such, persons seeking engagement in this position must undergo screening checks under the blue card system administered by the Department of Justice and Attorney-General.

Behaviours

- *Customer Service* – Ensure that you are focused on our customer/s when carrying out your responsibilities.
- *Safety* – Carry out your duties in a safe manner whilst ensuring the safety of your team members and customers, in accordance with Council’s Health and Safety Duty Statements and associated safety policies / procedures.
- *Code of Conduct* – Ensure that your behaviour is aligned with the Code of Conduct.
- *Council Values* – Ensure that your behaviour is aligned with the values statement adopted by Council: *One Team, Accountable, Customer Focused, Continuous Improvement and People Development.*

Leadership Capabilities

- Council’s Leadership Capability Framework – meets standards of performance and behaviours in line with our Leadership Capability Framework and leadership level **Operational Leadership: Build and maintain Trust; Deliver Results, Customer and Community Driven, Lead and Enable Change and Commit to Personal Growth. Further Information Appendix A.**

Work Environment and Physical Demands

- This position is an indoor role and will require the employee to carry out physical tasks which may include manual handling of up to 15kg, repetitive bending, kneeling, twisting and/or squatting.

Additional Requirements

- Ability to work in a library environment.
- Ability to work on evening and weekend shifts as required for the library roster.
- Ability to work at different sites in accordance with the library roster.
- Ability to legally operate a motor vehicle under a “C” Class Licence.
- A willingness to undertake a Functional Capacity Evaluation to satisfy the inherent physical requirements of the position.
- Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).

Delegations and Authorisations

Financial, Administrative and Corporate Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council’s Intranet.

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Acknowledgement

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the role.

Authorised By:	Manager
Signature:	
Date:	
Employee Name:	
Employee Signature:	
Date:	

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Appendix A: Leadership Capability Framework – Leadership Level Operational Leadership (Team Leaders and Supervisors)

Key Leadership Capabilities	Leadership Standard / Behaviour	Standards / Behaviours Required at this Leadership Level
Build and Maintain Trust	Engage and Inspire our People	Ensures alignment between work and Council's vision to engage and inspire others.
	Empower our People	Empowers others and builds trust and confidence through coaching.
	Enable Teamwork and Collaboration	Ensures teamwork and collaboration within and across teams.
	Effectively Communicate across the Organisation	Fosters open and transparent two way communication and ensures that communications are received and understood by team members and other stakeholders.
	Build Effective Enduring Relationships	Engaging in and supporting others to build effective and enduring relationships built on trust and respect.
Deliver Results	Manage People Performance	Ensures the alignment and achievement of goals through setting clear expectations, providing feedback, support and recognition to employees.
	Develop our People	Identify opportunities to provide development opportunities and coaching to others.
	Demonstrate Ethical and Accountable Decision Making	Develops own and team's organisational, political and cultural awareness.
	Demonstrate Organisational and Situational Awareness	Makes decisions in situations where there is scope for interpretation.
	Maintain a Strategic Focus	Coordinates resources to achieve Council's strategic objectives and supports others to understand how their role aligns.
	Plan and Organise Resources	Plan and organise resources to ensure the team delivers work within deadlines of to a quality standard in a safe and cost effective manner.
Customer / Community Driven	Be Customer and Community Focused	Focus on the purpose of Council and delivering what's best for the customer and community in line with vision.
	Manage customer and stakeholder relationships	Anticipates and adapts to customer and stakeholder needs.
Lead and Enable Change	Lead Change Effectively	Manages the process of change to ensure successful implementation.
	Lead Continuous improvement and Innovation	Supports others to identify, gain acceptance and implement continuous improvement opportunities.
Commit to Personal Growth	Commit to Personal Growth and Learning Agility	Commits to own personal growth and learning agility and shares learnings with others.
	Lead with Emotional Intelligence	Develops emotional intelligence and awareness of impact of actions on others.
	Build and maintain Technical and Operational Competence	Maintains own technical and operational competence and supports others to develop and maintain their competence.