

PART 1 – POSITION DETAILS

Position Title	Librarian
Position Number	Generic
Division	Community and Belonging
Business Unit	Library Services
Grade	NBG
Reports to	Library Branch Leader
Hours	Up to 70 hours per fortnight
Status	Permanent and Temporary
Date of last review and update	September 2017

NORTHERN BEACHES COUNCIL'S VISION AND VALUES

Our Vision is “Delivering the highest quality service, valued and trusted by our community” critical to this are our values of Trust, Respect, Integrity, Teamwork, Service and Leadership.

DIVISION

COMMUNITY AND BELONGING

The Community & Belonging Division is responsible for a range of functions which support the whole of Council to deliver high quality services to our Northern Beaches bush land, rural and coastal community. The Division comprises of the following business units – Children’s Services, Community Arts and Culture, Customer Services, and Libraries.

PART 2 – BUSINESS UNIT OVERVIEW

The purpose of the Northern Beaches Library Service is; Libraries for Life, Enhancing Leisure and Learning. The service:

- Provides efficient customer focused library services that deliver value to our community
- Provides library facilities and opportunities for literacy, lifelong learning, creativity, work, relaxation and play, and

- Develops staff capabilities and undertakes business initiatives to make on-going service improvements for our community.

There are six library branches across the Northern Beaches Local Government Area; Dee Why, Glen Street, Forestville, Manly, Mona Vale, Warringah Mall and four Community Libraries at Avalon, Terrey Hills, Seaforth and Harbord.

Our library branches implement and manage library loans, programs, local history, genealogy, information and digital resources. Remote access is also available to our online catalogue and e-Resources.

PART 3 – ROLE PURPOSE & KEY RESPONSIBILITIES

Role Purpose

The Librarian role is a key role within the Library Services Group. The Librarian provides the technical process knowledge and the advisory subject matter knowledge needed by the various customers of the Library. They will be required to coordinate and perform a variety of back office functions as required, such as, selection of collections, designing programs, assisting customers with digital access to books and information, while also leading the customer facing front office functions like desk and concierge services as well as organising and running events.

This role also frequently exercises supervisory functions on a day to day basis, running a shift of staff at a Branch Library.

Key Responsibilities

- Provide friendly and efficient customer service in a desk or concierge role
- Provide high quality reference, information, and referral services to the public
- Assist customers with accessing services or equipment, connecting their own electronic devices and in locating resources
- Competently operate the library's computer equipment and software and other office equipment
- Understand complementary services offered by other libraries, in particular the NSW State Library
- Assist design and deliver programs, as required
- Assist, plan and run events, as required
- Shelf items promptly and accurately; maintain shelves and stock in good order
- Supervise, motivate and train up library staff, or volunteers as required
- Operate as an effective member of the library team; planning and organising own work and the work of others to meet deadlines and priorities.
- Contribute actively to team meetings and attend Council training as requested
- Keep up to date with policies and procedures relevant to the operation of the Libraries
- Maintain own professional education and attend periodic refresher programs
- Report and record any unsafe situations, emergency, hazard, incident or damage and deal with this in accordance with Procedures if carrying supervisory responsibilities at the time.

Operational

- Maintain a clean and safe work environment while complying with safety policies and procedures
- Comply with statutory and regulatory requirements and standards
- Exercise Workplace, Health, Safety and Rehabilitation responsibility, accountability and authority as outlined in WH & S procedures.
- Undertake the duties of a First Aid Officer, after training as required.
- Document and communicate WHS issues to your Library Branch Leader.

Business Performance

- Take personal responsibility for behaving in accordance with the organisations' values and directions
- Actively participate and contribute to the delivery of the Library service business plans.
- Actively participate and contribute toward the integration of core services across council
- Remain aware of relevant innovation and industry trends and issues and implement relevant changes to the workplace to ensure Council achieves better practice and strategic objectives.

**** Whilst this position description covers the key areas of responsibilities, this list is not exhaustive. Day to day tasks and responsibilities may vary and be in addition to those listed above (reasonably and within the limits of individual skills, competence and training)*

PART 4 – ESSENTIAL CRITERIA

Educational & Experience Requirements

- A university degree or equivalent which allows eligibility for professional membership of the Australian Library and Information Association (ALIA).

Capabilities and Knowledge

- Demonstrated track record of delivering high quality customer service
- Proven ability to work independently as well as within a small team
- Computer literate with a demonstrated ability to use library computer software, Microsoft Office software, and office equipment.
- Demonstrated ability to use a variety of digital formats and social media (tablets and smartphones)
- Proven ability to plan and deliver a range of library programs
- Demonstrated ability to manage concurrent projects with competing deadlines
- Highly developed skills in verbal and non-verbal communications
- Commitment to work advertised hours and to vary days, hours, or standard location of work to meet the requirements of the seven day roster within which the Libraries operate
- Behaviour that positively demonstrates Council's values of respect, integrity, teamwork, trust, leadership, and service.
- Demonstrated commitment to continuous learning, EEO, Workplace and Safety and ethical practice principles.

- Appointment to this position is subject to a Working with Children Check and a pre-employment medical assessment. Prohibited persons under the Commission for Children and Young People Act are not eligible for appointment to this position.

PART 5 – DESIRABLE CRITERIA

- Recent public library experience
- Current NSW Drivers' License
- Possession of or willingness to obtain a current certificate at Senior First Aid level.