



BALRANALD SHIRE COUNCIL

Position Description

Librarian

POSITION DESCRIPTION

DIVISION: Corporate	SECTION: Community
Position: Librarian Position Number: 3.11 Code: LIB	REPORTS TO : Manager Tourism and Economic Services
CLASSIFICATION: Band 1 Level 3	NO.STAFF SUPERVISED: Nil
Employment Status: Permanent Part Time	HOURS OF WORK: 24 Hours
LOCATION: Balranald Shire Council Offices and Library as required	DESIGNATED MANAGEMENT POSITION: No
APPROVED BY: General Manager	REVIEW DATE: July 2023

OVERVIEW OF POSITION/PURPOSE

Provide effective and efficient library assistance and customer service at the Balranald Shire Council Library and office if required.

LINKS (INTERNAL)

- General Manager
- Director Corporate and Community Services
- Manager Community & Tourism Services
- Council Staff

LINKS (EXTERNAL)

- Ratepayers and General Public
- State Library
- Government Departments
- Suppliers
- Local Schools

PERSONAL ATTRIBUTES APPLICABLE TO ALL POSITIONS

Display resilience and voice	Be open and honest, prepared to express your views and willing to accept and commit to change.
Act with Integrity	Be ethical and professional, and adhere to the Code of Conduct, Council Values and Work Standards
Manage Self, Deliver Results	Show drive and motivation, commitment to continuous learning and achieving results through efficient use of resources. Ability to operate within a budget.
Work Safely	Take care of own health and safety and that of others, be aware of hazards and promptly report same to WHS officer.
Communicate Effectively, and work Collaboratively	Communicate clearly, actively listen to others and respond with respect; engage and collaborate with others and value their contribution.
Customer Service Focused	Provide customer centred services in line with organisational objectives and agreed service standards.
Demonstrate accountability	Be responsible for own actions, adhere to legislation, policies and procedures and be proactive in identifying and addressing risk.



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POSITION OBJECTIVES

- Respond appropriately to and resolve all library users' requests and queries.
- Ensure the Library management system and desktop applications are used effectively
- Assist library users in locating and using library materials, equipment and services.
- Be accountable for the quality of information and advice provided to the stakeholders of the library service
- Collate and provide information on the Library service to the Manager – Community and Tourism Services as required
- Provide a high quality customer service to Library users and members of the general public
- Provide administrative functions to support the Library functions.
- Participate in the planning, coordination and implementation of projects as defined in the yearly plan for the Library service
- Coordinates activities relating to the acquisition, processing, distribution, selecting, lending and stocktaking of Library resources.

KEY RESPONSIBILITY AREAS

- Ensuring advice and assistance to the users of the Library
- Having the capacity to work autonomously in the management of the competing priorities of a large number of varied and complex matters
- Demonstrating effective communication and consultation with relevant stakeholders on all issues to ensure advice and service provided is relevant, appropriate and addresses the stakeholder's needs
- Ensuring communication is clear, concise and unambiguous
- Contributing to the achievement of the Shire's corporate and organisational objectives
- Being held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behaviour and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity.
- Any other duties as reasonably required

GENERAL WORK REQUIREMENTS

General

- To provide the best customer service to both internal and external customers in accordance with Council's policy and procedures in particular:
- Returning telephone calls within 24 hours
- Ensuring that the public image of the Council as a service provider is always maintained in the highest integrity
- To support Council objectives in the public forum
- To display a positive attitude towards Council policy and decisions in relation to the position and the public image of the Council



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- To provide a positive personal contribution in the exchange of information between team members, across business departments and with customers
- To contribute to a Service Improvement Program by participating in teams aimed at work improvement
- To lead, encourage and participate in team activities
- To participate in training programs designed to increase efficiency and effectiveness
- Presentation of a courteous and helpful image to Councillors, internal officers, outside organisations and customers
- Maintenance of confidentiality in performing the duties of the position and in liaising with internal officers, outside organisations and customers

Risk Management

- Observe risk management principles, policies and practices through the risk management strategy and operational procedure statements

Equal Employment Opportunity

- To actively support the principles and practices of Equal Employment Opportunity

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Delegated authority in accordance with Council Policy
- Assisting in the management of the business area and its activities, in accordance with the relevant legislation and industry best practice.
- Management of the business area's budget including the preparation of purchase orders and the request for overdue materials and fines

SPECIALIST SKILLS AND KNOWLEDGE

- Demonstrated knowledge of the role of local government and the political and social environment
- Knowledge of current issues facing libraries
- High level computer skills and ability to utilise systems for data management.

JUDGEMENT AND DECISION MAKING SKILLS

- Skill in problem solving, and being able to be proactive and innovative in the resolution of issues
- Able to interpret and implement corporate goals and objectives into practical outcomes for the Library service
- Well-developed administrative skills and demonstrated ability to deliver initiatives on time and within allocated budget
- Ability to think strategically and work locally

CO-ORDINATION SKILLS

- Interpersonal skills and the ability to maintain effective relationships with Council, community management and staff.

SELECTION CRITERIA

Essential:



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- Proven knowledge and expertise in relation to library functions within a local government environment in an Australia context or demonstrated ability to quickly adapt to and excel in such an environment.
- Demonstrated ability to provide a high level of customer service to a range of stakeholders
- Demonstrated ability to work under pressure and meeting deadlines through the use of effective time management skills and be able to cope in an emergency
- Demonstrated proficiency in oral and written communication, interpersonal skills and negotiating skills
- Demonstrated computer and keyboard skills including familiarity with the Microsoft Suite of applications
- Demonstrated literacy and numeracy skills
- Physically capable of working in a library where physical skills such as lifting, shifting and processing of books and library resources are required
- Willingness to provide a Working with Children Check

Desirable:

- Demonstrated knowledge of current library functions and the use of digital equipment
- Vocational Library Qualification (or similar)
- Experience in local government or in a similar role
- Working with Children Check
- National Police Certificate

ADHERENCE TO COUNCIL'S POLICIES AND PROCEDURES



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I hereby agree to abide by the Council's Policies and Procedures in relation to all employment and work matters.

This is to state that I am aware of and have agreed to the conditions and responsibilities as outlined in this Position Description and understand that:

- 1 My performance will be continuously monitored and measured in accordance with these criteria; and
- 2 I will establish an agreed set of Key Performance Indicators with the Director and General Manager within 60 days of my commencement.

I also understand that my performance will be appraised on an annual basis in accordance with performance measures as set out in the Staff Development Scheme for this position and that both this Position Description and the Staff Development Scheme will be reviewed and updated on an annual basis.

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Incumbent

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Date

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Supervisor

...../...../.....

Date