



Position Description

POSITION DETAILS	
Date of PD	February 2022
Position Title	Branch Librarian/Team Leader
Position Grade	8
Directorate Business Unit	Community Services
Reports to	Customer Experience Manager (Phive or Branch Network)
Physical Requirements Category	Category 3 - Combined role with some Physical Requirements

POSITION OVERVIEW

Manage one of Council's) branch libraries or lead one of three teams at Parramatta Library (Phive), supervision and responsibility for circulation and customer service points

Key accountabilities;

- Provide exceptional Customer Service
- Supervise and training of branch staff;
- Marketing library services;
- Develop and maintain the branch collection;
- Develop promotional and marketing strategies;
- Provide research, information, project and referral services;
- Co-ordinate and deliver user education activities within frameworks coordinated by central teams, including a range of appropriate programs which meet the needs of the community;
- Provide community and Council related information;
- Manage physical resources and environment;
- Liaison with other Information and Library staff.
- Collection and maintenance of branch library's statistics.
- Participate in cataloguing.
- Participate in planning for the Library Network Team
- Participate in work experience programs
- Participate in budgetary responsibilities for library collection as appropriate
- Supervise and monitor the use of public IT resources (PCs etc) provided by the Council
- Manage branch library moneys collected from the public for use of library resources
- Understand and develop services for people of diverse backgrounds
- Provide access to current electronic databases and online reference resources as necessary for enabling the effective public use of branch libraries for reference and community information purposes
- Ensure EEO, WH&S and the principles for a culturally diverse society and Council policies are complied with at all times

- Contribute to improved customer service and organisational effectiveness, by acting ethically, honesty and with fairness.

KEY ORGANISATIONAL ACCOUNTABILITIES

- Ensure safe work practices are adopted in the work area and contribute to the development and maintenance of work method statements.
- Report injuries, accidents, incidents and near misses in areas the work area and on the corrective actions taken to prevent reoccurrence.
- Do not intentionally or recklessly interfere with or misuse anything provided in the interests of health safety or welfare.
- Use and properly maintain appropriate safety clothing and personal protective equipment.

Knowledge

Qualifications (Level)

- Recognised qualifications in Information Science/Librarianship (eligible for professional membership of the Australian Library and Information Association {ALIA}).
- Working with Children Check
- Criminal History Check

Experience

- A range of experience in staff management and a proven record of target/project delivery within a public library environment

Skills

- Exceptional customer service skills.
- Exceptional teamwork skills.
- Exceptional Problem-solving skills.
- Exceptional Marketing skills.
- Exceptional Current technology skills.
- Excellent communication skills in presentation, oral and written.
- Comprehensive understanding and development of NESB needs.
- Working familiarity with the needs of the local community.
- Basic understanding of budgetary principles

Acknowledgement:

I, acknowledge that I have read and understood the above position description and have been given a personal copy.

Signatures:

Employee's Signature Date:

Manager's Signature..... Date: