

POSITION DESCRIPTION

LIBRARY TECHNOLOGY OFFICER

POSITION DETAILS

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| Date of Position Description | October 2022 |
| Position Title | Library Technology Officer |
| Position Grade | 8 |
| Directorate Business Unit | Community Service Library Services |
| Reports to | Collections and Digital Services Manager |
| Physical Requirements Category | Category 1 – Desk role with Ergonomic Requirements |

POSITION OVERVIEW

The Library Technology Officer will deliver exceptional customer experiences with a focus on digital and technology systems and hardware to achieve Council's strategic objectives and vision of being the leading City in the heart of Sydney. This role will facilitate digital inclusion, to ensure our Libraries are places that our customers love to visit and our staff love to work in.

Council's Library services are delivered across a network of 7 Libraries and are open across a wide spread of hours including 7-days a week at some sites.

KEY RESPONSIBILITIES

Role specific

- Provide exceptional customer service, as the first point of contact, for Library technology and related software applications.
- Provide first level support by assessing, prioritising and resolving or referring Library technology and related software requests and problems in a timely manner to achieve agreed internal and external customer service levels.
- Contribute to administering, maintaining and enhancing Library applications and technology to provide high quality experiences and seamless service access for Library customers.
- Produce, review and maintain Library technology and related software procedures and operational manuals for use by Library staff.
- Contribute subject matter expertise to the ongoing development of Library services to enable program planning and collaborative solutions.
- Work collaboratively with the Library Programs and Engagement team and the Library Customer Experience team to introduce and deliver new technologies to Library customers.
- Support and train Library staff in the correct, effective operation and use of Library systems and technology to maintain high quality Library experiences for customers.
- Contribute to the planning and acquisition of Library relevant technology and software to ensure access to fit for purpose resources.
- Assist with the research, analysis and implementation of new and emerging technologies including technologies related to Library programming.
- Communicate meaningful data about the Library service to internal and external customers as required to support information sharing and decision making.
- Provide customer service in all library locations according to a roster, which may include evening and weekend shifts. Provide a proactive roving or floor walking approach to customer service, taking personal responsibility to ensure that all customers receive a positive customer experience by providing accurate, relevant, timely and value-added information about the Library's services,

collections and programs.

- Act as Officer In Charge (OIC) as required and be responsible for the security of the Library in the absence of the designated supervisor.

Generic

- Ensure that all procedures and processes are up to date with current and pertinent legislation, statutory regulations and library best practice to ensure a subject matter expert mindset is adopted and promoted to all stakeholders.
- Promote continuous improvement and innovative practices, optimisation of technology, procedures and recommendations with the aim of providing better service to the customer base in line with the organisation's values.
- Promote and maintain effective relationships with all external business partners including community organisations, suppliers, contractors, State and Federal authorities.
- Ensure to take reasonable care of the health and safety of yourself, employees, visitors, contractors and volunteers whilst at work, and cooperate with the organisation to comply with WHS legislative obligations.
- Promote the value of diversity and inclusion in all practices, engaging with and integrating the views of others.
- Contribute to customer service and organisational effectiveness, by acting ethically, honestly and with fairness.

KNOWLEDGE

Qualifications

- Tertiary qualification in information science/librarianship, or a related discipline; or relevant demonstrable experience.
- Current 'C' Class Driver's Licence
- Working with Children Check.
- Criminal History Check

Skills

- Ability to identify the technology needs of a Library and propose and implement effective solutions.
- Exceptional ability to communicate, negotiate, build relationships and influence others with an engaging approach and technique.
- Proven ability to work with initiative and versatility on a wide range of matters, including solving a range of complex problems through innovation and collaboration.
- Proven ability to deliver significant, cross-functional projects, policies or strategies on time and on budget, managing the needs of multiple stakeholders.
- Well-developed planning, organisation and time management skills, including the ability to meet deadlines and balance competing priorities.
- Well-developed decision-making ability, including confidence in working with leaders to resolve high priority, and often sensitive and complex issues and conflict.
- Comprehensive understanding of the development of technologies for people from diverse backgrounds.

Experience

- Demonstrated operational experience in delivering digital services, providing technical solutions in a Library context, with a proven track record of achieving strategic objectives.
- Demonstrated experience in working with Library technologies and systems.
- Demonstrable detailed understanding of the relevant legislative and regulatory requirements applicable to the designated area and the ability to practically apply this knowledge.