



## POSITION DESCRIPTION/SPECIFICATION

### 1. POSITION IDENTIFICATION

<b>Title</b>	Branch Librarian	<b>Level</b>	7
<b>Business Unit</b>	Community Development & Library Services	<b>Position Number</b>	00519, 00520, 00521, 00522,
<b>Directorate</b>	Planning & Community Development	<b>Date Established</b>	August 2007
<b>Reporting to</b>	Coordinator Joondalup Libraries	<b>Date Updated</b>	December 2024

### 2. KEY OBJECTIVES

- Administer branch operations to ensure the provision of an effective and comprehensive library and information service to the community and a high standard of customer service.
- Develop and recommend strategies to enhance and promote the City's library services.
- Undertake people and financial management responsibilities.
- Promote a safe working environment.

### 3. KEY ACCOUNTABILITIES

- Undertake activities in accordance with the business unit plan, project plans, other relevant plans and budgets and within agreed timeframes.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Ensure people management activities are undertaken in accordance with relevant legislative requirements and City protocols and procedures.
- Ensure financial management activities are undertaken in accordance with the City's procedures and processes.
- Ensure team understanding and compliance with City Equal Employment Opportunity (EEO) requirements.
- Comply with Work, Health and Safety (WHS) legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.
- Ensure prompt and accurate capture of corporate information and documentation in accordance with the City's record keeping system and associated policies, protocols and practices.

#### 4. KEY ACTIVITIES

##### ACTIVITIES

###### **Outcome: Library Operations**

- Work with the Coordinator Joondalup Libraries on the development, implementation and review of a range of library programs and initiatives to support the success of Joondalup Libraries.
- Provide input and recommendations into the Community Development and Library Services Business Unit Plans.
- Develop forward planning documents for the branch which outline future service delivery requirements.
- Evaluate and assess library operations and procedures and make recommendations on future needs and directions based on City requirements and assessed library trends.
- Liaise and work collaboratively with external stakeholders, e.g. other local government employees, State Library of WA.
- Represent the City on relevant external groups.
- Maintain effective liaison with the other City of Joondalup libraries and business units, community organisations and libraries within the statewide network through participation at meetings and committees; respond to queries and other means of contact.
- Actively promote the delivery of branch programs, events and services.
- Liaise with the Library Promotions and Communications Officer for marketing and promotional material.
- Work collaboratively with employees from Joondalup Libraries and other business units to oversee the development and promotion of Library services and collections.
- Undertake allocated projects including setting priorities, establishing objectives and milestones, estimating timelines, scheduling activities and reporting within the agreed scope, timeframes and budgets.
- Respond to all branch related complaints and other elevated inquiries received in writing, in person or over the phone.
- Assist with the maintenance, development and implementation of systems and strategies to ensure a high standard of customer service.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge and experience.

###### **Outcome: Collection Development**

- Maintain and develop a comprehensive branch library stock including contributing to system wide stock development.
- Ensure that the collection continues to evolve with emerging technology trends to meet customer requirements.
- Develop and revise stock profiles to assist the development of the City's collection across all branches.

###### **Outcome: People Management**

- Provide ongoing supervision, guidance, monitoring and appropriate feedback to employees as part of everyday employee management and in accordance with the City's Performance Appraisal System.
- Undertake recruitment and selection process.
- Set performance targets and development plans for employees, establishing priorities and monitoring workflows.
- Provide leadership and coaching and promote teamwork among branch employees.
- Oversee the development of the Libraries' employee training and procedures manuals.

**Outcome: Financial Management and Administration**

- In consultation with the manager and coordinator, contribute to the annual budget in accordance with corporate financial requirements and timelines.
- Monitor, review and report on branch revenue and expenditure to ensure conformity with budget outcomes.
- Provide monthly reports including trends and variations.
- Liaise with other City business units in accordance with business unit policy to ensure the proper maintenance and security of the Library building and equipment.

**Outcome: Work Health & Safety**

- Exercise duty of care, ensuring that safe working conditions and practices are in place at all times for the safety of employees and to minimise risk to the public. When necessary, investigate accidents and/or assist in the rehabilitation of injured workers.
- Review WHS inspection reports and action any required maintenance issues.
- Ensure regular emergency evacuations are undertaken.
- Liaise with WHS Representative to review and complete Accident/Incident/Hazard reports and take appropriate action.

**5. WORK RELATED REQUIREMENTS****Essential Skills, Knowledge, Experience and Qualifications:****Skills:**

- Leadership, supervisory, teamwork and team building skills.
- Verbal and written communication skills with the ability to research, analyse data and create reports.
- Organisational and time management with the ability to meet multiple deadlines.
- Initiative, problem solving and conflict resolution skills.
- Keyboard skills and computer literacy including the use of Microsoft Office.
- Ability to positively engage with stakeholders and establish useful networks.

**Knowledge:**

- Western Australian public library operations.
- The State Library of WA.
- Contemporary library technology and trends.
- Work Health and Safety principles.

**Experience:**

- Working within a public library environment in a senior position.
- Initiating and implementing innovative projects to achieve strategic outcomes.
- Identifying opportunities to enhance and resource library services.
- The promotion of services and development of partnerships.
- Managing library budgets.

**Qualifications / Clearances:**

- Tertiary qualification in Bachelor of Applied Science in Information and Library Studies or Bachelor of Arts (in Librarianship and Corporate Information) or Diploma of Science (Information Services) or equivalent qualification and relevant substantial experience.
- Current WA 'C' Class Driver's Licence.
- Current National Police Certificate.

**6. EXTENT OF AUTHORITY**

- Exercises a degree of autonomy but advice is available on complex or unusual matters.
- Manages significant projects and/or functions and/or work programs.
- Undertake a range of duties within the work area, including problem definition, planning and the exercise of judgement.
- Responsible for decision making in work area and the provision of expert advice.

**7. WORKING RELATIONSHIPS**

**Level of Supervision:**

- Works under limited direction.

**Internal:**

- Work experience placements
- Volunteers
- All other business units

**External:**

- State Library of WA
- Public libraries of WA
- Other local governments
- Local schools and learning institutions
- Business and community groups
- Customers

**8. POSITION DIMENSIONS**

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO POSITION	9 – 20 (subject to Branch location) plus casuals.
--	---