



POSITION DESCRIPTION/SPECIFICATION

1. POSITION IDENTIFICATION

Title	Librarian	Level	5
Business Unit	Community Development & Library Services	Position Number	00539,00549, 00558, 00560, 00575, 00653,01591, 01597, 01598, 01635, 01647
Directorate	Planning & Community Development	Date Established	October 2007
Reporting to	Branch Librarian	Date Updated	March 2024

2. KEY OBJECTIVES

- Work within a team to support the Branch Librarian ensuring the provision of effective and comprehensive library and information services to the community with a high standard of customer service.
- Responsible for the administration and implementation of services, programs, and events in the library for children, youth, adults, and seniors.
- 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.
- Ensure all financial activities are undertaken in accordance with the City's protocols, procedures, and processes.
- Ensure human resources management activities are undertaken in accordance with relevant legislative requirements and City protocols and procedures.
- 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.
- Customer service is delivered in accordance with the City's Customer Service Charter and relevant protocols and procedures.
- Comply with WHS legislation, City protocols, procedures and other WHS related requirements, and actively support the City safety systems.

4. **KEY ACTIVITIES**

ACTIVITIES

Outcome: Library Operations

- Complete all library duties as required, including assistance to other employees and relieve at other branch libraries as required.
- Assist the Branch Librarian in the management of the library including monitoring of budget items.
- Contribute, input, and provide recommendations into the library business plans.
- Deliver allocated projects derived from the library business plan and operational requirements in accordance with agreed scope, timeframes, and budgets.
- Undertake project management tasks including setting priorities, establishing objectives and milestones, estimate times and scheduling activities.
- Actively promote the City's library service, both internally and externally.
- Maintain effective relationships with other City libraries and business units.
- Represent the Branch at internal meetings or working groups; represent the City on external meetings as required.
- Work with the Library Programs team in developing, implementing, and presenting programs and events within the branch.
- Perform other duties as requested within the scope of this level and in accordance with skills, knowledge, and experience.

Outcome: Customer Service

- Complete rostered duties on the customer service desk in a prompt, courteous and efficient manner with responsibility for employee supervision, training, and professional assistance to library customers.
- Responsible for accepting and receipting of money from customers.
- Assist customers with the use of library related technologies, including troubleshooting and downloading of e-books, e-magazines, and other online subscription enquiries.

Outcome: Collection Development

- Assist with the development and maintenance of comprehensive branch library stock including contributing to system wide stock development.
- Assist with ensuring the library collection continues to evolve with the emerging technology trends to meet customer requirements.

Outcome: Supervision

- Assist Branch Librarian with employee supervision, training, and induction programs.
- Assist with employee reviews (IDAPS), setting and monitoring targets and development plans and providing appropriate feedback and instruction where required.
- Supervise and coordinate work experience placement programs, volunteers, work placement, and trainees as required.
- Assist with the recruitment and selection process.

Outcome: Work Health and Safety

- Exercise duty of care, ensuring that safe working conditions and practices are always in place for the safety of employees and to minimise risk to the public.
- Assist, when necessary, in investigating accidents and/or the rehabilitation of injured workers.
- Assist and liaise with WHS Representatives to review and complete Accident/Incident/Hazard reports and take appropriate action.
- Assist and support the implementation of the Fit for Work Program.

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

- Time management and organisation.
- Public relations and promotion.
- Written and verbal communication.
- Initiative and problem-solving.
- Computer literacy.
- Demonstrated ability to work as part of a team.
- Demonstrated commitment to customer service.
- Effective supervisory and leadership skills.

High Level of Knowledge of:

- Western Australian public library operations.
- The State Library of WA.
- Library technology and trends.
- Early literacy development and practices.
- Work Health and Safety principles.

Demonstrated Experience in:

- Working in a public library.
- Managing multiple projects.
- Identifying opportunities to enhance and resource library services.

Qualifications/Clearances:

- Current Western Australian 'C' Class Driver's Licence.
- Bachelor of Arts (major in Librarianship) or Masters of Information Management or Graduate Diploma (Information and Library Studies) or relevant equivalent qualification.
- Current Working with Children Check.
- Satisfactory National Police Certificate (no older than 3 months)

6. EXTENT OF AUTHORITY

- Solutions to problems generally found in precedents, guidelines, or instructions. Assistance usually available.
- Undertake a wide range of activities associated with programs, events, promotions and/or service delivery.
- Freedom to act governed by clear objectives and/or budget constraints.
- Contributes to the development of work practices and procedures.
- May be required to exercise judgment and/or contribute critical knowledge and skills where procedures are not clearly defined.

7. WORKING RELATIONSHIPS

Level of Supervision:

- Works under general direction.

Internal:

- Volunteers
- Work experience persons.
- Other City of Joondalup library staff
- All other Business Units

External:

- Internal and external customers
- Other WA public libraries and State Library of WA (SLWA)
- Educational institutions
- Business and community groups

8. POSITION DIMENSIONS

NUMBER OF EMPLOYEES DIRECTLY REPORTING TO THE POSITION	0
--	---