



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 <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• 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 <ul style="list-style-type: none">• 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
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