

POSITION DESCRIPTION		
Position Title: Library Manager	Classification: Band 3 Level 2 Grade 15	Position Number: DGM-LB-01
Group/Area: Library	Reports to: Director Corporate	Hours per week: 35 (rostered over 7 days including weekends)
Our Organisation: Vision: Broken Hill is a vibrant, prosperous and culturally rich Heritage City shared with visitors from around the world. Mission: Council provides responsive community leadership to enhance community living and facilitate a prosperous economy Our Values: Accountability, Pride, Perseverance, Teamwork, Courage & Honesty		
Position Objective: The Library is repositioning itself for 21 st century service delivery through the implementation of technology, changes to work practices and provision of contemporary services and programs realigning the Library to the needs and aspirations of the community. The position plans for the delivery of high-quality library programs/ information resources/ services and learning programs that support learning, literacy and social inclusion for community members and visitors to the city. The Library Manager plans, develops, implements and reviews customer-focused, innovative and cost-effective services that meet community needs, as well as developing long-term goals of the Library within a framework which takes account of the changing nature of the delivery of library services in the twenty-first century.		
Special Requirements: The Library Manager position will include: <ul style="list-style-type: none"> Occasional weekend work on a 7-day roster system and regular shifts that meet operational hours. Federal Police Record Check 		
Key Stakeholders: <ul style="list-style-type: none"> General Manager Executive Leadership team All Council Employees Residents, ratepayers and other users of Council services Suppliers and contractors State Libraries and other associations 		
Reporting Lines: <ul style="list-style-type: none"> This position reports to Director Corporate and Community. The position has seven direct reports in line with organisation structure 		

Accountabilities

You will use your professional skills and experience to:

- Line management of Library and Archive operations to ensure the delivery of quality service and optimum utilisation of financial, physical and human resources in line with strategic priorities and operational targets.
- Assist in development of strategic and operational plans in line with the Council Community Strategic Plan, Delivery Plan and Operational Plan for the Library and Archives and implement within scope of responsibility.
- Develop, review and monitor policies and procedures of the Library and Archives.
- Responsible for collection development.
- Collect, analyse and report on data relating to the strategic and optimal performance of the Library and Archives.
- Manage and ensure the delivery of services are high quality, relevant and responsive to the needs of the community.
- Monitoring programs/services to determine compliance with all legislative acts, funding guidelines and/ or service standards.
- Maintenance and ongoing monitoring of the catalogue system, collection management, and classification processes for print, audio and electronic resources.
- Prepare submission and complete reports on funding grants and ensure grant funding is acquitted as per Department and Council guidelines.
- Provide leadership and support for employees and volunteers at the Library and Archives.
- Maintain awareness of current resources and trends in library and Archives programs and services, communicating findings and issues to management where required.
- Undertake research and professional development to acquire and maintain a current understanding of the role of Libraries and Archives.
- Assist in preparation of grant submissions, for funding bodies as required.
- Participate in project planning for projects influencing Library and Archives.
- Foster continuous improvement in all areas of the Library and Archives.
- Strengthening the volunteer base within the services including programs to attract and retain these resources.
- Build collaborative relationships with community stakeholders, government and non-government bodies and within the Library Services industry.
- Undertake other duties within employee's skills, competency and training as required

You will contribute to a customer focused approach to service delivery by:

(N.B. Customers include both internal and external customers, including but not limited to ratepayers, residents, co-workers, councillors, external agencies, suppliers etc.)

- Understanding the overarching outcomes provided by Council through service delivery and infrastructure provision to the quality of life for residents and visitors to our City and having an ability to promote these outcomes
- Listening to customers and understanding that customer experiences are multi-faceted, and consideration is given to customer view point and sensitivities surrounding particular decisions and interactions
- Recognise that customers' perceptions are their reality. Create processes to catalogue your customers' reactions and act on this intelligence by aligning your operational practices wherever possible to positively impact on your customers' perceptions
- Ensure that value is delivered to customers through a commitment to mutual cooperation among employees from different functions and departments
- Responding to and resolve Customer Requests and enquires in a timely and customer focused manner
- Ensuring that communication with customers is open, timely and transparent
- Being recognised for having a professional attitude towards customers
- Having an ability to manage difficult situations and conflicts – calmly and professionally

You will contribute to an effective organisation by:

- Monitoring the external environment to identify potential risks, threats and opportunities related to your department , and ensuring these are considered in decision-making
- Support business excellence and continuous improvement practices

You will embrace your leadership position by:

- Embracing and promoting the values of the organisation;
- Promoting 'whole of organisation' and contributing to Councils overall strategic direction;
- Providing clear direction to staff, and acting as an effective communication link between management and staff;
- Setting an example for all employees regardless of reporting lines;
- Committing to self-awareness and improving leadership effectiveness;
- Recruiting and selecting staff in the team;
- Providing guidance, direction, coaching and motivation to staff in your team; taking responsibility for staff performance
- Monitor and assess employee skill and performance on a regular basis; including taking remedial actions as required in line with the organisation's performance management framework
- Actively provide performance feedback to employees to ensure staff are aware of the expected outcomes and performance of the given project or service
- Utilising effective communication and delegation such that employees have appropriate autonomy, accountability and recognition for achieving expected outcomes
- Assisting employees to become more goal oriented, innovative and able to use initiative to solve problems
- Understanding corporate risks that apply to your activities

You will assist Council in achieving a financially sustainable future by:

- Contributing to a whole of Council approach to resource usage and allocation
- Maintaining a 'value for money' attitude, through efficient and effective use of resources
- Making recommendations for innovative improvements in your work area that enhance outcomes for the community and reduce corporate services costs

You will adopt a teamwork approach by:

- Performing an active role within the library team to achieve the objectives of that function
- Engage in regular communication and co-operation with fellow team members
- Understanding that all staff at Council are one team working towards a shared purpose, and applying a 'whole of organisation' approach to every aspect of your work
- Embracing and promoting the values of the organisation
- Setting an example for other employees regardless of reporting lines
- Committing to self-awareness and improving professional effectiveness
- Understanding corporate risks that apply to your activities

You will ensure a safe and equitable workplace environment by:

- Acting in accordance with the NSW WHS Act 2011, WHS regulations and Council's WHS Framework
- Implementing, monitoring and complying with Councils WHS Framework, including, but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated tools in the work area
- Adequately familiarising yourself with your WHS responsibilities and actively fulfilling these
- Ensuring Council's equal opportunity employment practices reflect the highest standards of ethics, and EEO plans are developed and implemented accordingly

Other duties

In accordance with the Broken Hill City Council Award, Broken Hill City Council is committed to improving the skill levels of its employees and removing any impediments to multi-skilling. This position

has therefore been designed to ensure the incumbent of the position (the employee) has a broad and diverse range of accountabilities and duties to perform.

The responsibilities and tasks listed in this position description are indicative only; Broken Hill City Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.

Employees shall have reasonable and equitable access to education and training. Such education and training shall enable employees to acquire the range of skills they are required to apply in their positions.

Selection Criteria

Essential

- Degree or Diploma in Library Science and Technology with eligibility for professional membership to ALIA.
- Demonstrated management, leadership and change management skills.
- Demonstrated knowledge of the current issues and trends in public libraries including experience in program provision and promotion of services.
- Demonstrated ability to network and liaise with a range of internal, private and community agencies and individuals.
- Proven ability to prioritise workload and meet deadlines.
- Demonstrated ability to evaluate and utilise print and electronic resources.
- Demonstrated high level of skills and experience with Microsoft Office Suite.
- Conflict resolution and negotiation experience with both staff and customers.
- Demonstrated high level of written, verbal and interpersonal communication skills.
- Current NSW Class "C" Drivers Licence.
- Current NSW Working with Children Check (WWC) or ability to obtain prior to commencement.

Desirable

- Knowledge of relevant standards, accreditations and guidelines.
- Current knowledge and experience in emerging technologies relevant to service delivery in a public library.
- Previous experience in preparation and management of budgets/resources.

Acceptance of Position Description

Approved: General Manager	Signature:	Date:
<i>I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.</i>		
Accepted: Employee Name	Signature:	Date: