

POSITION DESCRIPTION		
Position Title: Library Technician - Technical Services	Classification: Band 2 Level 1 Grade 8 (Temporary full-time for up to 2 years)	Position Number: BHCC-LIB-02
Group/Area: Library	Reports to: Library Coordinator	Hours per week: 35 (rostered over 7 days including weekends)
Our Organisation: <p>Vision: Broken Hill is a vibrant, prosperous and culturally rich Heritage City shared with visitors from around the world.</p> <p>Mission: Council provides responsive community leadership to enhance community living and facilitate a prosperous economy</p> <p>Our Values: Accountability, Pride, Perseverance, Teamwork, Courage & Honesty</p>		
Position Purpose: <p>This position plays a vital role supporting the Library Coordinator to provide an effective and efficient Library service for the Broken Hill City Council.</p> <p>By collaborating and communicating with the Library Programs Officer, this role is effective in supporting, directing and motivating library staff, providing day-to-day operational guidance in line with strategic directions set by the Library Coordinator.</p> <p>The role has overarching responsibility for the practical components of Library Operations, including: Rostering, Administration, Statistics, Library processes (ordering, purchasing, cataloguing and collection management), equipment, technology and the day-to-day practicalities involved in providing a leading-edge digital library service to the Broken Hill Community.</p>		
Special Requirements: <ul style="list-style-type: none"> • 7-day roster including occasional weekends • Current Class C NSW Drivers Licence • Current First Aid Certificate • Australian Federal Police Check and Working with Children's Check 		
Key Stakeholders: <ul style="list-style-type: none"> • General Manager • Director Corporate and Community • Library Coordinator • All Council employees • Residents, ratepayers, and other users of Council services • Suppliers and contractors 		

Reporting Lines:

Library Technician - Technical Services reports to the Library Coordinator. The position directs and oversees the day-to-day activities of Library Assistants and relevant casuals or volunteers in the Library, but does not have direct supervisory responsibilities.

Accountabilities

You will use your professional skills and experience for the following key responsibilities:

Leadership

- Display Council's Core values, including staff direction, guidance and the demonstration of role model behaviours.
- Under direction from the Library Coordinator:
 - provide leadership to sustain a positive team culture.
 - make decisions, plan and organise work.
 - address library assistant performance issues at the time and escalate where appropriate.
- Foster an environment and positive team spirit that empowers and motivates library staff to deliver innovative services to the community.

Library Services

- Effectively manage day-to-day operations of the Library service to ensure an efficient and highly reliable service is maintained
- Provide high-quality, accurate, responsive, timely, and courteous customer-focused services.
- Provide expert, knowledgeable information services using the full range of the Library's online and print resources, facilitating effective resolution of front-line inquiries and complaints.
- Direct and monitor team and individual productivity, ensuring work performance and service standards meet agreed targets.
- Foster team spirit and facilitate effective working relationships between staff across the service including conflict resolution actions.
- Oversee volunteer induction.
- Manage Broken Hill's unique Outback Letterbox Library and Home Library Services.
- Contribute to the development of Library collections, services and programs.
- Assess, develop and maintain a range of resources and collections reflecting community needs.
- In partnership with the Programs Officer:
 - develop and foster relationships and partnerships with other Council departments, community groups, schools and external organisations
 - work with service providers and vendors
 - promote and market the Library Service through Website, Facebook and other methods.
- Oversee Library equipment, maintenance, use and training of staff in same.
- Oversee financial procedures including processing invoices for payment, reconciling account statements, raising requisitions and other financial processes as required.
- Maintain standing orders such as couriers, newsagents, etc.
- Collate accurate statistics to meet statutory obligations including the State Library NSW and Council reporting requirements.

Operation

- Undertake circulation and desk duties as rostered and required.
- Deliver a range of leading-edge IT services including e-book, e-magazine, e-audio lending, free public Wi-Fi and mobile apps to our customers.
- Respond to and resolve Library IT issues including queries logged in the Council's helpdesk system or directly with Vendor support services if required.
- Monitor and maintain Library systems including the Library management system, PC bookings, and print management systems in collaboration with Council's Information Services.
- Maintain Library resources, records and systems, including cataloguing, classification and Inter-Library lending.
- Partner with the Programs Officer to:
 - maintain promotional displays and ensure professional Library presentation
 - ensure the Library's social media is regularly evaluated for effectiveness

- engage a range of digital literacy transformative technology-based programs such as coding, robotics, makerspace and exhibitions
- manage website maintenance and provide regular evaluation of effectiveness
- Ensure Library databases are promoted and utilised.
- ensure up-to-date relevant procedure manuals are maintained.
- Ensure optimal individual and team performance to support the overall strategic directions.
- Support staff in understanding and following Library policies and procedures.
- Oversee the volunteer program by induction, training, and mentoring volunteers.
- Oversee the Outback Letterbox Library service.
- Oversee the Home Library Delivery Service.
- Oversee the management of Library room bookings, including administrative duties such as room setup and pack up for internal and external events and programs.

Administration

- Ensure Library databases, online services are maintained, promoted and utilised, providing regular evaluation of the effectiveness of the Library's services.
- Oversee banking and cash handling.
- Document and maintain efficient and effective operational procedures and practices.
- Work with the Library Coordinator to
 - collate accurate statistics to meet statutory obligations including the State Library NSW and Council reporting requirements.
 - develop and implement service improvements consistently across the service.
 - effectively manage projects to deliver key outcomes.
 - monitor budget within area of responsibility
 - contribute to Library strategic planning.
- Oversee staff rostering.
- Manage volunteers.
- Provide monthly reports in a timely manner.
- Contribute to responsible asset management by assisting in the development, operation and evaluation of Library equipment and facilities.

Communication

- Provide support and operate IT and AV equipment, develop instructional materials and maintain accurate records and statistics to ensure efficient operations and reporting of information.
- Train staff in the use of both Library and general IT systems, using IT troubleshooting skills to deal with assisting customers in the use of IT products.
- Participate in relevant networks to maintain professional knowledge in the delivery and currency of applications.
- Recommend improvements to keep the Library at the forefront of Library technology.
- Maintain effective working relationships with organisations and service providers.
- Communicate effectively, providing timely information to support effective service provision.
- Ensures that the Library team is kept informed of (and, where applicable, consulted about) changes in policies, procedures, working practices, shifts, etc.
- Support staff in understanding and following Library policies and procedures.
- Support and facilitate team meetings.

Other

- Undertake other duties as allocated by the Library Coordinator. Other duties will be in accordance with the employee's range of skills, competence, training and/or experience.

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.
- Giving consideration to customer viewpoints and sensitivities surrounding particular decisions and interactions.

- Recognising that customers' perceptions are their reality.
- Creating processes to record your customers' reactions and acting on this intelligence by aligning operational practices to positively impact on customers' perceptions.
- Ensuring value is delivered to customers through a commitment to mutual cooperation among employees from different functions and departments.
- Responding to and resolving Customer inquiries in a timely and customer-focused manner.
- Ensuring that communication with customers is open, timely and transparent.
- Acting courteously and professionally towards customers.
- Managing difficult situations and conflicts calmly and professionally.

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 communication between management and staff.
- Setting an example for all employees regardless of reporting lines.
- Committing to self-awareness and improving leadership effectiveness.
- Partnering with the Library Coordinator for recruiting and selecting new staff in the team.
- Providing guidance, direction, coaching and motivation to staff in your team.
- Monitoring and assessing employee skills and performance on a regular basis; including taking remedial actions in line with the organisations performance management framework.
- Actively provide feedback to employees to ensure staff are aware of the expected outcomes and performance of any 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 be goal oriented, innovative and able to use initiative to solve problems.
- Understanding corporate risks that apply to your activities.

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.
- Supporting business excellence and continuous improvement practices.
- Assisting with asset management plans for the Library.
- Assisting with data management of documents in Content Manager and Sharepoint.

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 assist Council to meet Records Information management:

- Understand and implement compliant records management in line with the State Records Act and BHCC Record Management Policy.

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 Council's 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

Under 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 in this position description are indicative; Broken Hill City Council may direct the employee to carry out 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 to enable them to acquire the range of skills they required for positions.

Position and Person Specification


Essential

- **Library Technician Diploma**, Associate Diploma or equivalent, as recognised by the Australian Library and Information Association (ALIA).
- Previous public library experience, including a broad understanding of Library and Information services, systems and procedures. This is a technical role.
- Excellent communication and interpersonal skills with the ability to provide quality customer service.
- Demonstrated leadership skills with the ability to motivate and direct staff.
- Demonstrated ability to support and work with a range of relevant stakeholders.
- Demonstrated time management skills.
- Well-developed problem-solving and commitment to continuous improvement.
- Sound knowledge of Library policies, practices, and relevant legislation with the ability to ensure legislative and regulatory requirements are met.
- Working knowledge of new technologies, current trends, industry best practice and developments including web-based resources and social media applications.
- Current Class C NSW Drivers Licence.

Desirable

- Experience with the Libero Library Management System
- Australian Federal Police Check
- Working with Children's Check

Acceptance of Position Description

<p>Approved: General Manager</p>	<p>Signature:</p> 	<p>Date: 01/08/2024</p>
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I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.

Accepted: Employee Name

Signature:

Date: