



City of Nedlands

Digital Services Librarian

Work Type: Permanent Full Time

Closing Date: 30/11/2018

About the role

The City of Nedlands is seeking an experienced Librarian to provide professional support for the efficient operation of library services through the provision, promotion and management of services to library clients and the community.

The key focus area for this position is to oversee the operation of the Library Management System (LMS) and the promotion of the Library Service's online resources. This position will also provide supervisory support to the Library Services Coordinator.

This position will be based primarily at our Nedlands Library and will be required to work 152 hours over a 4 week roster (Monday to Sunday).

About the successful candidate:

The successful candidate will have:

- A thorough working knowledge of and interest in the provision of digital and information services to library clients;
- Experience in troubleshooting and resolving issues and queries in the LMS and online resources;
- High level customer service skills with the ability to take initiative to resolve customer queries;
- Demonstrated high level interpersonal and communication skills;
- Experience in staff supervision;
- A tertiary qualification in Library and Information Studies;
- A current Senior First Aid Certificate; and
- A Working with Children Check.

Knowledge of and experience using Spydus will be highly regarded.

What we offer

This position offers a cash salary of \$68,500 to \$79,600 per annum plus superannuation. This position offers a 10% penalty rate and double time on Saturday afternoon and Sunday hours as per the Enterprise Agreement.

Additional details

Please read the position description to ensure a full understanding of the role.

Applications must include a covering letter which also addresses the key requirements of the position (no more than 3 pages) and a current curriculum vitae (CV).

Confidential enquiries can be directed to Despina Swain, Library Services Coordinator on (08) 9273 3644. **Applications will be accepted until 5pm, Friday 30 November 2018.**

How to apply

Applications can be submitted online, by post or in person. Please read the attached 'Submitting an Application' document for additional details.

VACANT : Digital Services Librarian

as at November 2018

45 minute lunch breaks

Week 1

Mon	8.15 - 5.00	8.00 hrs	
Tues	RDO		
Wed	8.15 - 6.00	9.00 hrs	MTC
Thurs	8.15 - 5.00	8.00 hrs	
Fri	8.15 - 4.00	7.00 hrs	
Sat			
Sun			

32.00 hrs

Week 2

Mon	8.15 - 5.00	8.00 hrs	1.00 FTE
Tues	8.15 - 5.00	8.00 hrs	
Wed	8.15 - 6.00	9.00 hrs	MTC
Thurs	8.15 - 5.00	8.00 hrs	V
Fri	8.15 - 4.00	7.00 hrs	A
Sat	9.00 - 1.00	4.00 hrs	C
Sun	1.00 - 5.00	4.00 hrs	A
	48.00 hrs		N
		Fortnight hrs - 80.00	T

Week 3

Mon	8.15 - 5.00	8.00 hrs	
Tues	RDO		
Wed	8.15 - 6.00	9.00 hrs	MTC
Thurs	8.15 - 5.00	8.00 hrs	
Fri	8.15 - 4.00	7.00 hrs	MTC
Sat			
Sun			

32.00 hrs

Week 4

Mon	8.15 - 5.00	8.00 hrs	
Tues	8.15 - 5.00	8.00 hrs	
Wed	8.15 - 6.00	9.00 hrs	MTC
Thurs	8.15 - 5.00	8.00 hrs	
Fri	8.15 - 4.00	7.00 hrs	MTC
Sat			
Sun			

40.00 hrs

Fortnight hrs - 72.00

Total hours = 152 hrs per 4 week period (1.0 FTE)

NED Total hr - 116 hrs (0.76 FTE)

MTC Total hrs - 36 hrs (0.24 FTE)



Title: **Digital Services Librarian**

Position Number: 3130

Division: Corporate and Strategy

Level: Four (4)

Position Objectives

- Provide professional support for the efficient operation of the Library Service by the effective provision and promotion of services to library clients and the community.
- Provide supervisory and monitoring duties at a librarian level to support the Library Services Coordinator.
- Oversee the operation of the Library Management System (LMS).
- Oversea the Library Service's online resources.
- Actively participate as part of the professional team by monitoring developments and trends in service delivery for the effective planning and provision of library services at the City.

Organisational Relationships

Reporting to: Library Services Coordinator

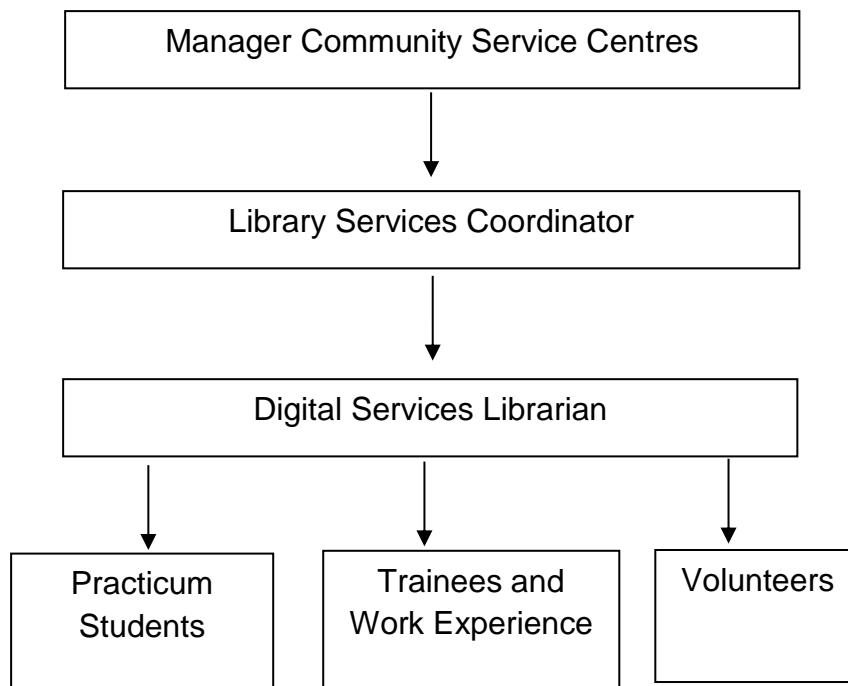
Responsible for: Practicum and work experience students, trainees and some volunteers

Membership of: Community Service Centres – Library Services

Liaison with: All staff, State Library of Western Australia (SLWA), other public libraries, community organisations, business community, suppliers, vendors, and program presenters as required



Organisational Chart



Key Responsibilities

Operational

- **Online Resources**
 - Oversee the evaluation, selection, acquisition and management of electronic resources, including establishing and maintaining access.
 - Promote the libraries' online resources.
 - Develop programs to educate clients in the use of the libraries' online resources and technology.
 - Keep abreast of developments in information technology and its application to libraries.
- **System Administration**
 - Oversee the operation of the Library Management System (LMS).
 - Investigate and provide information on the development of the LMS.
 - Represent the City at the LMS user group meetings.
 - Liaise with the members of the Western Suburbs Library Group (WSLG) on systems administration issues.
 - Liaise with the LMS vendor on possible future library applications.



- Participate in public library forums concerned with information technology issues.
- Collect and collate statistics for internal and external usage.
- Liaise with Nedlands IT Business Unit as required for all systems, network and technology issues.

- **Cataloguing**

- Maintain the bibliographic database.
- Catalogue library acquisitions as required.
- Supervise bibliographic data entry onto the LMS.
- Liaise with SLWA, vendors and members of the Western Suburbs Library Group on cataloguing issues.

- **eResources Collection Development**

- Responsible for the development of eCollections that meet the needs of the specific client groups.
- Responsible for the selection of library eMaterials.
- Keep up with new formats, platforms and electronic collections.

- **Services to specific client groups**

- Assist in the development of services that meet the needs of specific client groups, as required.
- Undertake promotional activities that increase the usage and awareness of the City's Library Service.
- Actively participate in professional activities related to the provision of library services to different client groups and service provision.
- Participate in the provision of services to young people as required.

- **Information services**

- Answer requests for information, in particular, those of a complex nature.

- **General**

- Actively review and initiate library policies and procedures.
- Undertake rostered duties on circulation desk in a prompt, courteous and efficient manner with responsibility for staff supervision, training and professional assistance to library customers.
- Maintain rosters.
- Maintain library publications as required.
- Other library duties as directed by the Coordinator as required to ensure the efficient management of the library service.



Strategic

- Participate in the overall strategic planning of the City's library services.

Council Support

- N/A.

Occupational Safety and Health

- Responsible for ensuring own safety and health and that of other people in the workplace.
- Comply with occupational safety and health legislation and the City's OSH policies and procedures.

Risk Management

- Comply with the City's risk management policies and procedures.
- Responsible for reporting possible risks in relation to operational procedures.

Requirements of the Job

Skills and Knowledge

- Thorough knowledge of public library practices and procedures.
- Thorough knowledge of and interest in the provision of digital and reference services to Library clients.
- Skills and interest that will support development and maintenance of eServices for the Libraries.
- Demonstrated high level interpersonal and communication skills.
- High level customer service skills with the ability to take initiative to resolve customer queries.
- Ability to work independently and within a team environment.
- Ability to do trouble shoot and resolve LMS issues and queries.
- Proficient in a range of current technologies with the ability to do trouble shooting to resolves issues.
- Good proficiency in using Microsoft Office Suite, including good typing, word processing skills and have an intermediate proficiency in excel.
- Good time management and organisational skills.
- Ability to provide back-up for the Library Services Coordinator and act in the role as required.



Experience

- Recent experience working in a public library at a professional level.
- Experience in staff supervision.
- Experience in using a Library Management System. Knowledge of Spydus would be advantageous.
- Experience in the support and troubleshooting of Library systems and the use of information technology.

Qualifications, Certificates and Licences

- Tertiary qualifications in Information and Library Studies or equivalent.
- Eligible for Associate membership of the Australian Library and Information Association (ALIA).
- A current 'C' class driver's licence.
- A current Senior First Aid Certificate.
- A current Working with Children Check.

Physical Work Component (if applicable to role)

During normal duties, the frequency of lifting, carrying or pulling the following weight is:

	Never	Seldom	Occasionally	Often	Always
23 kgs or over		✓			
9 – 22 kgs				✓	
Under 9 kgs					✓

During normal duties, the frequency of the following activities is:

	Never	Seldom	Occasionally	Often	Always
Walking				✓	
Walking on uneven ground	✓				
Driving			✓		
Reaching above shoulder height			✓		
Reaching at shoulder height					✓
Reaching below shoulder height					✓
Bending or crouching					✓
Kneeling or crawling		✓			
Working with hazardous substances	✓				



During normal duties, the frequency required to maintain the following activity is:

	0-30 minutes	31-50 minutes	51-90 minutes	Over 90 minutes
Sitting at one time		✓		
Standing at one time		✓		
Driving at one time	✓			

** Within this time, it is recommended to change position frequently.

During the average day, the total number of hours spent in the following position or activity is:

	0-2 hours	2-4 hours	4-6 hours	6-8.5 hours
Sitting at one time	✓			
Standing at one time	✓			

During the average day, the position may require working in the following conditions:

	Yes	No
Outside		✓
Extremes of hot or cold		✓
Damp or humid environment		✓
Noisy environment		✓
Dusty or unventilated environment		✓
Toxic fumes or hazardous chemicals		✓

Extent of Authority

- Operates under the general direction of the Library Services Coordinator and freedom to make decisions in accordance with policies and procedures.
- Exercises a degree of autonomy however, freedom to act is governed by role, policy and budget constraints.
- Assistance available for problem solving.
- Work outcomes monitored.



Certification

Approved by: Director Corporate and Strategy

Authorised by: Chief Executive Officer

Date:

15/11/2018