



Title: Digital Services Librarian
Division: Community
Level: Four (4)

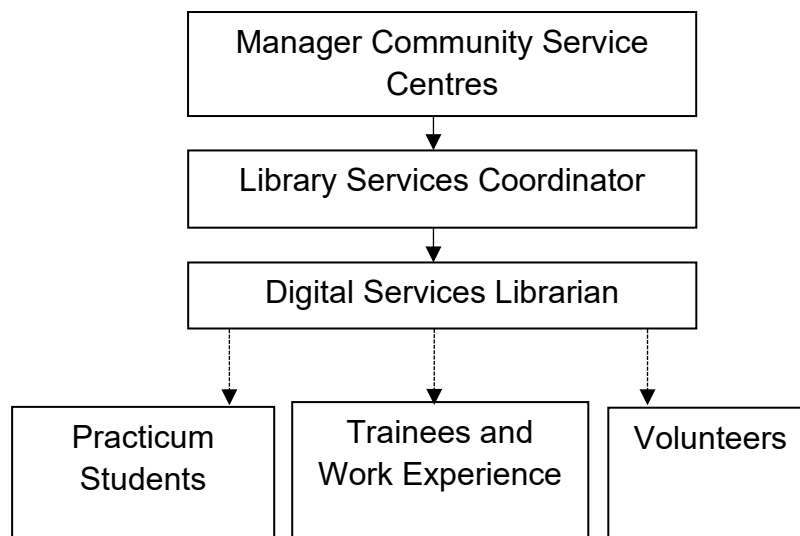
Position Objectives

- Provide efficient support to the operation of the City's library services through professional customer service and effective promotion of available services to library clients and the community.
- Provide supervisory and monitoring duties to support the Library Services Coordinator.

Organisational Relationships

Reporting to: Library Services Coordinator
Responsible for: Practicum and work experience students, trainees, and volunteers
Membership of: Community – Library Services
Liaison with: All staff, State Library of Western Australia (SLWA), community organisations, business community, suppliers, vendors, program presenters and other public libraries.

Organisational Chart





Key Responsibilities

Operational

- Oversee the evaluation, selection, acquisition, and management of electronic resources, including establishing and maintaining access for employees and external users.
- Oversee and promote the use of the libraries' online resources and technology by developing programs and providing advice to educate library users.
- Oversee the operation of the Library Management System (LMS) including investigation and provision of information relating to the development of the LMS.
- Catalogue library acquisitions and maintain the bibliographic database as required.
- Responsible for the development of eCollections that meet the needs of specific client groups.
- Participate in public library forums concerned with information technology issues and liaise with both internal and external parties as required for all cataloguing, systems, network, and technology issues.
- Collect and collate statistics for internal and external usage.
- 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.
 - 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.
 - Assist with the libraries' social media platforms.
 - Assist in the creation of marketing collateral for the libraries.
 - Maintain Magazine collections.
 - Undertake financial activities such as raising requisitions, generating purchase orders, good receipting, and invoice monitoring etc.
- Other activities within the limits of your skill, competency and training as advised by Library Services Coordinator.

Strategic

- Participate in collaboration with the Library Services Coordinator in the overall strategic planning of the City's library services.

Human Resources

- Provide leadership, feedback and support to practicum students, trainees, and volunteers.



- Provide guidance and support to Library Customer Services Officers as required.

Council Support

- N/A.

Work Health and Safety

- Understand the Supervisory Roles and Responsibilities under the Work Health and Safety Act 2020.
- Ensure City's WHS policies and procedures are followed in accordance with Work Health and Safety Act 2020.
- Responsible for making decisions about health and safety that may affect work activities or other people.
- Apply established strategies, consult, and communicate with workers on WHS matters.
- Encourage and lead a positive, proactive health and safety culture for all staff.
- To be responsible for ensuring own safety and health and that of others in the workplace.
- Supervise workers' performance on WHS practices.
- Ensure implemented safe work practices are followed.
- Participate in incident investigations when required.
- Investigate work hazard reports and implement corrective actions.
- Ensure return to work programs are followed.

Risk Management

- Responsible for the Library Services compliance with the City's risk management policies and procedures.
- Responsible for performing risk assessments and investigating possible risks associated with operational procedures as reported by staff.
- Comply with the City's risk management policies and 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 eService's 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

- Demonstrated experience working in a public library.
- Experience in staff supervision.
- Experience in using and administrating a Library Management System. Knowledge of Spydus would be advantageous.
- Experience in the support and troubleshooting of library systems, platforms, and the use of information technology.

Qualifications, Certificates and Licences

- Tertiary qualifications in Information and Library Studies or equivalent demonstrated experience.
- Eligible for Associate membership of the Australian Library and Information Association (ALIA).
- Current 'C' class Driver's Licence.
- Current National Police Certificate.
- Current Provide First Aid Certificate.

Physical Work Component

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

Authorised by: Acting Chief Executive Officer

Signature:

A handwritten signature in black ink, consisting of several overlapping loops and a long horizontal stroke extending to the right.

Date Reviewed: 18 July 2023
