

Position Description

Position title:	Digital Library Activation Specialist
Directorate:	City Wide Services
Service Unit:	Libraries and Learning
Reports to:	Coordinator Library Systems and Projects
Direct reports:	Nil
Salary point:	11
Work location:	Digital Library (12 Stewart Avenue) and across all branches as rostered.
Date revised:	March 2020

What's it like working at the City of Newcastle?

We are focused on making a real difference in our community and achieving our vision of **creating a smart, liveable and sustainable global city**. We are proud to deliver services valued by our community. People come first at the City of Newcastle, which means providing employees with meaningful work and capacity for work life balance. As a large local organisation, the City of Newcastle offers opportunity to develop in your current role, grow into future opportunities and reach your full potential.

Our organisation's values are **Cooperation, Respect, Excellence and Wellbeing** which are underpinned by our behaviours of courage, trust and pride. Together, our values and behaviours support our decision making, our day to day interactions and everything we do.

What's it like working in Libraries and Learning?

The purpose of the Libraries and Learning Service Unit is to strengthen the Newcastle community and support the informal learning, information and recreation reading needs of the community. Our vision is to deliver on the Library Strategy and the Community Strategic Plan to provide a world class library and learning service for a smart, liveable and sustainable city.

All team members in the Libraries and Learning Unit have a direct interface with the community via:

- our 10 branch service points across the City including a dedicated Local History research team, an outreach, partnerships and programs team and a digital services team.
- the Beresfield Community Children's Education Centre supports high quality long day care and preschool functions.

The Libraries champion community access to collections, technology and services that focus on improving the user experience and achieving equitable digital inclusion. We offer quality programs, cultural experiences and lifelong learning activities designed to enhance community wellbeing, knowledge and skills.

What's the focus of this position?

Digital Library Activation Specialist will be responsible for the activation of the new Digital Library on Level 1 at 12 Stewart Avenue. This new hybrid library co-located with Customer Experience team and City of Newcastle Council Chamber, showcases digital experiences alongside a small retail style collection of top picks. The role will be part of the Digital Services team and will provide daily housekeeping support to the library function, but the work focus will be to “activate” the technology and spaces in support of the Digital Inclusion and Lifelong Learning strategic priorities. Key challenges for the position are to attract new audiences to visit, to work with all stakeholders to ensure all functions are cohesive, and to embed the Digital Library into the network of the other library service points.

What you'll be doing:

- Assist customers and staff with the use of devices, technologies, resources, library services and in the location and selection of information.
- Develop and facilitate a suite of programs, activities and displays to engage visitors and library members, capitalising on technology such as mars rovers, robotics kits, podcasting kits etc.
- Support the library service to deliver a seamless user experience across online interfaces and be a champion of continual improvement and innovation in this area.
- Curate and retail the physical collection of loanable items within the space, ensuring there is a rotation of displays, holds are fulfilled and delivery crates are packed and unloaded in a timely manner.
- Assist with the curation of eResources through online platforms and the Library app to tie in with relevant programs and activities.
- Administer, support and manage bookings and use of the podcasting studio, including inductions, tech support and general advice.
- Administer and promote the use of online resources and library technologies particularly RFID self-service loans, payments, PC booking and print management systems.
- Administer and complete required documentation for partnerships, events, activities and programs such as risk assessments, MOUs, Public Liability, Licences etc.
- Ensure the accurate and safe handling of cash in accordance with all council policies and allocated timeframes.
- Supervise and direct the regular service delivery teams comprising of permanent, part-time, casual, volunteers, work experience and externally contracted staff in direct frontline library services, programs, activities and events.
- Undertake a range of frontline service duties incorporating rostered evenings and weekend work at any Newcastle Library branch if required.
- Ensure Council's Work Health & Safety System is implemented within work programs and procedures.

The essentials you'll need:

- Tertiary qualifications; or significant relevant experience in IT, Library or related fields.
- Demonstrated experience and evidence of strong technical and troubleshooting ability of systems, hardware and software that apply to the contemporary library service.
- Strong working knowledge of audio-visual equipment including podcasting and recording equipment.



- Demonstrated commitment to keep abreast of emerging technologies, and opportunities to develop digital inclusion and increase digital literacy within our community.
- Demonstrated customer focus with proactive and highly advanced problem-solving skills and communication skills.
- Demonstrated advanced organisational skills, the ability to manage competing priorities, and initiative to work independently within delegated authorities.
- Current Working with Children Check.

Other valuable skills you may have:

- Extensive experience developing and delivering digital inclusion and information literacy programs and events.
- Extensive experience working in a collaborative multi-disciplinary team.
- Extensive partnership management and demonstrated ability to foster and manage relationships with community partners.

We'll encourage you along the way

We will partner with you to support your performance and ongoing development to ensure you are fully prepared for future challenges as this position and our organisation adapts and evolves.

I acknowledge that I have read and understood the requirements and responsibilities of this position as detailed in the Position Description (PD) and have discussed the PD with my Manager.

Employee Name:	
Employee Signature:	
Date:	