

POSITION DESCRIPTION

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| Position Title: | Library Services and Collections Coordinator | Position Code: | LSCC |
| Division: | Liveability (Macquarie Regional Library) | Grade: | H |
| Location: | Dubbo | Hours/Week: | 35 |
| | | Reports to: | Manager Macquarie Regional Library |
| No. Direct Reports: | 2 | No. Indirect Reports | Nil |

Primary Purpose of Position

This position is responsible for planning and developing library and information services and collections across the Macquarie Regional Library (MRL) service area. The position develops and evaluates customer service policies, strategies and programs. The position coordinates the development and delivery of library collections that enhance community engagement, lifelong learning and cultural aspirations.

Key Accountabilities / Duties

| Key Result Area | Primary Activities/Measures |
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| Library Services & Customer Experience | <ul style="list-style-type: none"> • Deliver excellence in library services and customer experience by developing, implementing and regularly reviewing strategies, policies and procedures. • Provide leadership in the development and delivery of high quality services, programs and customer experiences that increase reading, knowledge and digital literacy outcomes. • Coordinate the planning and development of a regional schedule of library based programs that improve social, cultural and learning outcomes. • Develop, implement and regularly review the Customer Service Strategy to ensure all library service points are welcoming, purposeful and of a high presentation standard. • Coordinate the development, delivery and evaluation of community and customer surveys and report on recommendations for change as appropriate to identified community and customer needs. |
| Library Collections (including Specialist Collections) and Information Services Management | <ul style="list-style-type: none"> • Develop, implement and review the Collection Management Policy and associated processes and guidelines. • Coordinate collections management including the selection, withdrawal and transfer of collections and provide policy guidance and support to Coordinators/Officers. • Utilise a range of vendors of materials ensuring a broad range of materials and formats for selection and supply. • Liaise with vendors to ensure that materials are provided at competitive prices in a timely manner. • Analyse and monitor the performance of library collections including the use of circulation statistics and customer surveys. • Implement and maintain current and new specialist collections across the region. • Ensure the development of the MRL collections is within the allocated annual budget. |
| Planning & Management | <ul style="list-style-type: none"> • Ensure a well-developed understanding of community needs by evaluating service delivery feedback from Coordinators/Officers. |

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| | <ul style="list-style-type: none"> • Review member Council Strategic Plans in the formulation of relevant library service and customer focused strategies. • Provide input into the preparation of the MRL Strategic Plan, Delivery Program, Budget and Revenue Policy. • Support the implementation and delivery of the MRL Strategic Plan, Delivery and Operational Plan across the MRL region. • Model, promote and support leadership, strategic thinking, problem solving and decision making in the delivery of innovative customer services through coaching and developing staff. • Coordinate the <i>Library Services and Products Review Process</i>. • Investigate and report on changing trends in library services and technologies and how they can be incorporated into service delivery. • Prepare the annual and quarterly reports, and <i>ad hoc</i> reports as required. • Identify grants and other income opportunities and produce applications for funding to enable greater library programming opportunities which contribute to the library service vision and goals. • Ensure the section's objectives are achieved within budget and funds are fully expended each financial year, or other defined timetable. • Develop, and source customer service and information services training for the MRL region in accordance with the library's strategic objectives. • Develop and implement an annual regional staff training program to ensure the delivery of high quality service to customers. • Coordinate specialist training/workshops as provided by the SLNSW. |
| Marketing and Promotion | <ul style="list-style-type: none"> • Develop, maintain and review the library's marketing strategy. • Develop and deliver an annual Marketing and Promotion Plan in accordance with required timeframes. • Review and report biannually on the Marketing and Promotion Plan. • Manage the graphic design service and corporate brand. • Coordinate the delivery of innovative and customer focused website content and design. • Analyse and monitor the performance of the website including usage statistics and customer surveys. Provide reports as required. |
| Library Management (Circulation) System. | <ul style="list-style-type: none"> • Ensure the circulation system parameters meet the needs of customers and clients. • Develop policies and procedures in relation to the library circulation system. • Review the loans policy and make recommendations for change where appropriate. |
| Manage the Document Delivery Service for all branches/service points of MRL library service. | <ul style="list-style-type: none"> • Ensure the use of the Libraries Australian National Bibliographic database and other databases as appropriate in accordance with the ILRS code to source resources for clients. • Ensure delivery of service is accordance with the Australian Interlibrary Resource Sharing (ILRS) code. |
| Leadership | <ul style="list-style-type: none"> • Foster collaborative and mutually supportive relationships with Coordinators/Officers, stakeholders and cross-functional teams. • Provide coaching, training and support to staff to enhance MRL's capacity and capability, and improve effectiveness and efficiency in service delivery. • Provide regular feedback to section staff and conduct appraisals in accordance with Dubbo Regional Council's policies and procedures. |

Inherent Requirements of the Position

- Class C Drivers Licence.
- A large majority of this role is office based, using computerised systems, thus an inherent requirement of this position is the ability to complete sustained periods of work sitting at a desk utilising computerised and other office based equipment.
- This position is required to wear a MRL identification badge when working in an MRL Branch/Service Point and at public events.
- This position is based in the MRL Regional Office (Dubbo) and is required to travel to other locations in the MRL region on a scheduled basis.
- The position is part of a seven day circulation roster which includes working Saturday and Sunday on a rotational basis.
- Act as Manager Macquarie Regional Library as required.

Selection Criteria

Essential

1. Degree Library and Information Science with eligibility for professional membership of the Australian Library and Information Association (ALIA).
2. Extensive experience in the development and delivery of high quality library and information services and collections, preferably, in a public library environment.
3. Extensive experience in the review and evaluation of library services, collections and programs to enhance the delivery of innovative library services and technologies.
4. Demonstrated experience in developing and delivering library marketing and promotional plans and programs.
5. High level interpersonal, communication, and negotiating skills to work collaboratively across a regional library service.
6. Extensive experience in delivering library service outcomes.

Desirable

7. Demonstrated understanding of current and emerging issues, trends and technologies in public libraries.

Organisation Wide Accountabilities

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| <p>Corporate Values</p> | <p>All employees have a responsibility to uphold the values of the Administering Council, Dubbo Regional Council (DRC), which also apply to the Macquarie Regional Library Service (MRL) being:</p> <ul style="list-style-type: none"> • Progressive <ul style="list-style-type: none"> ○ Be curious, courageous and committed • Sustainable <ul style="list-style-type: none"> ○ Balanced approach to growth and opportunity • One Team <ul style="list-style-type: none"> ○ Working together • Integrity <ul style="list-style-type: none"> ○ Accountable for our actions |
| <p>Work Health and Safety</p> | <p>All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include:</p> <ul style="list-style-type: none"> • Complying with Council's WHS policies and procedures • Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others |

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| | <ul style="list-style-type: none"> • Reporting any potential hazards, incidents or injuries to their Supervisor or People, Culture and Safety within 48 hours • Participating in any WHS consultation arrangements • Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace • Correctly using all personal protective equipment • Complying with emergency and evacuation procedures and site rules if applicable • The Chief Executive Officer, Directors (Officers), Managers and On-Site Supervisors have additional responsibilities as defined in the Dubbo Regional Council Work Health and Safety and Consultation Policy |
| Sustainability | Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices. |
| Code of Conduct and Equal Employment Opportunity | Staff will, at all times, adhere to: <ul style="list-style-type: none"> • Council's adopted Code of Conduct. • Council's Anti-Discrimination, Harassment and Equal Employment Opportunity Policy to foster a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour. |

Acceptance:

I, _____ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Dubbo Regional Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date: