

POSITION DESCRIPTION				
<b>Position Title:</b>	Client & Branch Services Assistant Librarian	<b>Position No:</b>	1453	
<b>Directorate:</b>	Development & Community	<b>Section:</b>	Community & Culture	
<b>Unit:</b>	Cultural Services	<b>Sub Unit:</b>	Fraser Coast Libraries	
<b>Reports To:</b>	Collections & Branch Services Librarian	<b>Directs Reports:</b>	5	
<b>Indirect Reports:</b>	7	<b>Location:</b>	Fraser Coast	
<b>Version No: March 2021</b>	<b>Evaluated: 4319150</b>	<b>Status: Approved</b>	<b>By: TAR</b>	<b>Review: March 2023</b>
<b>Position Objective</b>		<b>Our Values</b>		
<p>Oversee and coordinate all functions of circulation and customer service to ensure a high-quality customer experience.</p> <p>The position is responsible for the supervision and effectiveness of four discrete operational areas across Fraser Coast Libraries:</p> <ol style="list-style-type: none"> <li>1. Provision of circulation services</li> <li>2. Coordination of branch activities</li> <li>3. Provision of exceptional library customer service</li> <li>4. Circulation Services technologies operations</li> </ol>		<p>Trust Respect Accountability Initiative Teamwork Service</p>		
Key Responsibilities and Indicators				
Key Result Areas	Key Accountabilities	Performance Indicators/Outputs		
<b>Circulation and Customer Services Management</b>	<ul style="list-style-type: none"> <li>➤ Oversee the effective daily operations of all Fraser Coast Libraries sites in relation to circulation and customer services and report to the library management team on the adequacy of resources to meet performance measures and work programmes.</li> <li>➤ Monitor the adequacy of operational resources including equipment, peripherals and staff to meet performance measures and work programmes and report recommendations for improvement.</li> <li>➤ Manage operational circulation desk duties and staff performance at all sites.</li> <li>➤ Co-ordinate member administrative activities, including regional overdue &amp; reservation processes, claims returned, lost &amp; missing items charges for patrons, within approved delegation, and as per the fees and charges policy.</li> <li>➤ Implement and review circulation operating procedures.</li> <li>➤ Rectify and/or report technical and equipment failures to library IT and Collections &amp; Branch Services Librarian.</li> <li>➤ Oversee the operational activities of circulation library staff and volunteers at all sites including informing staff &amp; volunteers of changes to</li> </ul>	<ul style="list-style-type: none"> <li>➤ Positive client feedback in relation to Circulation Services.</li> <li>➤ Internal reporting requirements met.</li> <li>➤ Forward plans for service provision in Circulation Services developed, documented and implemented.</li> <li>➤ Current operational procedures developed and implemented for all areas of circulation services.</li> <li>➤ Training packages developed and delivered for circulation staff.</li> <li>➤ Optimal and equitable rostering of staff across the service.</li> <li>➤ Prompt response and follow up of customer concerns.</li> <li>➤ Prompt response and reporting of incidents</li> </ul>		

	<p>processes to ensure a consistently high standard of library services.</p> <ul style="list-style-type: none"> <li>➤ In consultation with the Collections and Branch Services Librarian develop and implement regular staff training activities in area of responsibility including all facets of customer service, circulation, shelving activities and incorporating WPH&amp;S considerations and continuous improvement.</li> <li>➤ Manage the circulation rostering system for all staff at all sites including branch deliveries.</li> <li>➤ Oversee and participate in circulation desk duties and other routines including shelving, shelf checking, shelf-tidying and reservations.</li> <li>➤ Promote and implement a customer-centred approach to the delivery of all library services through positive leadership and demonstration of best practice with consideration of current industry standards.</li> <li>➤ Ensure safe, clean and welcoming physical environment at all sites.</li> <li>➤ Manage escalated customer enquiries and liaise effectively and sensitively with a diverse community.</li> <li>➤ Ensure WH&amp;S compliance with trolleys and returned items awaiting shelving, and co-ordinate immediate response to urgent shelving.</li> <li>➤ Design, implement and review circulation operating procedures in liaison with the Collections and Branch Services Librarian.</li> <li>➤ Conduct site inductions and provide training for volunteers and work experience students in all facets of shelving activities, including WH&amp;S considerations.</li> </ul>	<p>and/or building issues.</p> <ul style="list-style-type: none"> <li>➤ Accurate promotion of library services and collections.</li> <li>➤ Timely distribution of accurate circulation rosters to all staff.</li> <li>➤ Equipment functional for operational requirements.</li> </ul>
<b>Branch Activity and Inter Library Loans</b>	<ul style="list-style-type: none"> <li>➤ Lead branch operations and ensure that library routines including shelving, shelf checking, and shelf tidying are completed.</li> <li>➤ Supervise and coordinate all facets of Inter Library Loans processes including training staff and maintaining current procedures, establishing work plans to ensure tasks are executed in a timely manner.</li> <li>➤ Monitor the efficiency of the branch delivery services between all sites and report issues to Collections &amp; Branch Services Librarian.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Demonstrated knowledge of current library technologies.</li> <li>➤ Library operational service standards met for circulation, branch activity and Inter Library Loans.</li> </ul>
<b>Library Customer Service</b>	<ul style="list-style-type: none"> <li>➤ Develop and implement overall quality customer service programs in liaison with the Collections and Branch Services Librarian.</li> <li>➤ Establish and implement consistent activities at the Service Desks at all libraries.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Library standards and patron satisfaction met with regard to circulation services.</li> <li>➤ Training packages</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Maintain and ensure a high level of customer service to all internal and external customers and stakeholders in accordance with TRAITS values.</li> <li>➤ Contribute to the design and implementation of library programs and activities.</li> <li>➤ Assist in projects which optimise use and maintain standards of public spaces at all branches at a high level and are developed through a collaborative team approach.</li> <li>➤ Implement department objectives and outcomes in relation to Library Customer Services across the Fraser Coast Region.</li> <li>➤ Assist clients with enquiries covering all facets of lending, reference and community information.</li> <li>➤ Contribute to development of the online library catalogue customer interface.</li> <li>➤ Liaise with library management team to maintain training of staff in information literacy, cyber safety procedures, e-resource, catalogue, new technologies and database use.</li> </ul>	<p>developed and delivered for regional customer service staff.</p> <ul style="list-style-type: none"> <li>➤ Customer service complies with Council's Customer Service Charter.</li> <li>➤ As per Council's Customer Service Standards Management Policy.</li> <li>➤ Tidy and stocked, well presented facilities. Staff monitoring brochure and resource supplies and reporting needs.</li> <li>➤ Library standards and customer service standards are met about information provision.</li> <li>➤ Demonstrated knowledge of current library technologies.</li> </ul>
<b>Volunteers – FOLs, Work Experience Participants, Trainees &amp; Other Schemes</b>	<ul style="list-style-type: none"> <li>➤ Comply with Council's policies and procedures regarding volunteers in the workplace.</li> <li>➤ Supervise volunteers within areas of responsibility, in liaison with the Library Programs and Engagement team.</li> <li>➤ Co-ordinate training of volunteers regarding shelving, shelf tidying and shelf checking activities.</li> <li>➤ Supervise and review tasks of trainees and work experience participants in liaison with the library management team.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Compliance with Council's volunteer policy</li> <li>➤ Volunteer work valued by the library staff.</li> <li>➤ Training packages developed and delivered for volunteer staff</li> <li>➤ Tasks identified and programmes documented for work placement staff.</li> </ul>
<b>Collection Development</b>	<ul style="list-style-type: none"> <li>➤ Provide advice and contribute to collection development and assessment.</li> <li>➤ Assist with transfer of stock between branches as needed.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Library standards met with regard to collections available to the public at all branches.</li> <li>➤ Needs of client bases at smaller communities identified and met.</li> </ul>
<b>Administration and Management</b>	<ul style="list-style-type: none"> <li>➤ Provide a high level of reporting to management as required.</li> <li>➤ Identify, research, develop and implement operational policy and procedures. Represent the Library at external forums.</li> <li>➤ Undertake projects and administrative tasks as designated by the library management team.</li> <li>➤ Monitor and review staff teamwork and work standards.</li> <li>➤ Provide advice, direction, and support on specific</li> </ul>	<ul style="list-style-type: none"> <li>➤ High level of participation in regional library activities and services.</li> <li>➤ High level of participation in regional library strategic and operational planning.</li> <li>➤ Current and effective procedures, trained staff.</li> <li>➤ Statistics recorded and collected for internal and external reporting</li> </ul>

	<p>projects as necessary.</p> <ul style="list-style-type: none"> <li>➤ Contribute to strategic and operational planning process.</li> <li>➤ Manage and oversee evacuation procedures, specific safety procedures, and staff training in emergency evacuations and personal safety at all sites is maintained.</li> <li>➤ Collect and record statistics.</li> <li>➤ Contribute to strategic and operational planning processes.</li> </ul>	<p>purposes.</p> <ul style="list-style-type: none"> <li>➤ Contribution to monthly service area reports.</li> </ul>
<b>Succession Plan</b>	<ul style="list-style-type: none"> <li>➤ Fill role of Collections and Branch Services Librarian and other library staff as required during absence, eg. annual leave.</li> <li>➤ Assist with other tasks as assigned through the succession planning process.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Responsibility for duties under succession plan.</li> <li>➤ Requirements of role met.</li> </ul>
<b>Organisational Development &amp; Culture Management</b>	<p><b>General</b></p> <ul style="list-style-type: none"> <li>➤ Demonstrate positive leadership in the achievement of corporate goals and objectives and foster an environment conducive to participation by all staff.</li> <li>➤ Undertake all manager/supervisor responsibilities in accordance with Council’s Human Resource Management Policies and the Enterprise Bargaining Agreement within the stipulated timeframes.</li> </ul> <p><b>Performance Management</b></p> <ul style="list-style-type: none"> <li>➤ Adhere to Council’s performance development and appraisal process, including coaching, training, mentoring and monitoring of employees’ performance and conducting regular reviews.</li> <li>➤ Ensure standards set are reasonable, clearly specified and effectively communicated to all employees.</li> <li>➤ Ensure that employees are provided with effective work systems and other support necessary to enable standards to be met.</li> <li>➤ Initiate strategies to address diminished work performance in accordance with Council’s Diminished Work Performance Management Policy.</li> </ul> <p><b>Staff Conduct and Discipline</b></p> <ul style="list-style-type: none"> <li>➤ Assist employees to achieve the required standard of conduct and ensure employee awareness of the possible consequences of failing to do so.</li> <li>➤ Ensure that inappropriate staff conduct and/or behaviour which breaches Council policies and procedures, legislative provisions or Council’s Code of Conduct is addressed in a timely manner.</li> </ul> <p><b>Leave Management and Absenteeism</b></p> <ul style="list-style-type: none"> <li>➤ Schedule and approve staff annual leave giving</li> </ul>	<ul style="list-style-type: none"> <li>➤ As per Council’s Organisational Development &amp; Culture management policies and procedures.</li> </ul>

	<p>consideration to the employee's health, wellbeing, leave balance, operational requirements of the work unit and the notice period given.</p> <ul style="list-style-type: none"> <li>➤ Monitor excess annual/long service leave balances and implement plans for staff with excess balances to take leave to reduce Council's leave liability.</li> <li>➤ Encourage the responsible use of sick leave and monitor the sick leave levels of staff reports. Distinguish between incidents of chronic illness and patterns of unacceptable sick leave absences and use appropriate strategies to manage each.</li> </ul> <p><b>Recruitment and Selection</b></p> <ul style="list-style-type: none"> <li>➤ Ensure that recruitment processes abide by the principles of merit, EEO, anti-discrimination &amp; confidentiality &amp; that specified timeframes for recruitment and selection activities are met in accordance with the R&amp;S Management Policy and Procedure.</li> </ul>	
<b>Financial &amp; Procurement</b>	<ul style="list-style-type: none"> <li>➤ Manage daily &amp; weekly reconciliation of cash takings.</li> <li>➤ Comply with prescribed legislative requirements.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Cash handling standards and policies met across the service.</li> </ul>
<b>Work Health and Safety</b>	<ul style="list-style-type: none"> <li>➤ Adhere to relevant Work Health &amp; Safety policies and practices and carry out responsibilities outlined in Council's Safety Management Plan.</li> </ul>	<ul style="list-style-type: none"> <li>➤ 99% compliance with Monthly Action Plans.</li> <li>➤</li> </ul>
<b>Risk Management</b>	<ul style="list-style-type: none"> <li>➤ Read, understand and comply with conditions as set out in the Risk Management Policy and undertake all relevant risk management training.</li> </ul>	<ul style="list-style-type: none"> <li>➤ As per Council risk management KPIs.</li> </ul>
<b>Records Management</b>	<ul style="list-style-type: none"> <li>➤ Adhere to relevant Records Management policies and practices to ensure compliance with the Public Records Act 2002.</li> </ul>	<ul style="list-style-type: none"> <li>➤ As per Council's record management policies and procedures.</li> </ul>
<b>Code of Conduct and EEO</b>	<ul style="list-style-type: none"> <li>➤ Encourage and promote behaviour consistent with Council's Code of Conduct and create a positive and equitable work environment that is safe, flexible, fair, culturally appropriate, inclusive and free from discrimination and harassment.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Any matters arising are dealt with in accordance with the appropriate Council policy and procedures.</li> </ul>
<b>Sustainability Requirement</b>	<ul style="list-style-type: none"> <li>➤ Adhere so the Sustainable Fraser Coast Charter and Implementation Plan and understand sustainability is a key element of Council's planning framework and is incorporated into all facets of decision making and policy development.</li> </ul>	<ul style="list-style-type: none"> <li>➤ As per Council's Sustainability Charter.</li> </ul>
<b>Values</b>	<ul style="list-style-type: none"> <li>➤ Exemplify Council's values of Trust, Respect, Accountability, Initiative, Teamwork and Service through the demonstration of each value's associated behaviours.</li> </ul>	<ul style="list-style-type: none"> <li>➤ As per Council's 'TRAITS' campaign.</li> </ul>
	<ul style="list-style-type: none"> <li>➤ Other duties as directed.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Tasks are undertaken in an efficient and timely manner.</li> </ul>

Selection Criteria			
<ol style="list-style-type: none"> <li>1. Demonstrated ability to effectively manage and lead customer service operations with particular emphasis on library circulation management, staff supervision and training activities, along with implementing exceptional customer service techniques.</li> <li>2. Demonstrated understanding and commitment to the philosophies and practices of public library service in a regional environment with a focus on inclusive and innovative service methods, new technologies and digital concepts.</li> <li>3. Highly developed communication skills including:               <ol style="list-style-type: none"> <li>a. <i>Oral communication skills</i> - ability to interact at all levels in a large organisation, and to communicate professionally, confidentially, and tactfully with external clients, customers and in the wider community.</li> <li>b. <i>Written communication skills</i> - ability to draft correspondence and reports, undertake and report on research, and maintain procedural documentation.</li> </ol> </li> <li>4. Demonstrated high level of organisation and analytical skills including the ability to develop and implement programs, report on project viability and to effectively plan workflow in a team environment.</li> <li>5. Demonstrated capacity to participate in change, ability to gain cooperation from staff and users, work in a team environment, able to negotiate and solve problems, with a flexible approach to working hours.</li> </ol>			
Qualifications/Licences			
Mandatory	<ul style="list-style-type: none"> <li>➤ Qualified Librarian (AQF Level 7 or above) with eligibility for associate membership of the Australian Library and Information Association.</li> <li>➤ Relevant work experience in a public library environment.</li> <li>➤ Relevant experience in public library customer service delivery including associated technology.</li> <li>➤ Current Working with Children Blue Card or ability to obtain one.</li> </ul>		
Desirable	<ul style="list-style-type: none"> <li>➤ Experience in a public library multi-branch environment preferably with public library experience in customer services and branch operations.</li> </ul>		
Licences	<ul style="list-style-type: none"> <li>➤ Current Class C Driver's Licence</li> </ul>		
Mandatory Training			
<b>Mandatory Training</b>	<ul style="list-style-type: none"> <li>➤ Work Health and Safety</li> <li>➤ Duty of Care</li> <li>➤ Manual Handling</li> <li>➤ Code of Conduct</li> <li>➤ Fire &amp; Evacuation</li> <li>➤ Corporate systems</li> </ul>		
Conditions of Employment			
Status	Permanent Full Time		
Award	Queensland Local Government Industry Award – State 2017		
Agreement	Fraser Coast Regional Council Certified Agreement 2018		
Classification Stream	Administrative, clerical, technical, professional, community services, supervisory and managerial services		
Classification	LGO 5		
Allowances	As Fraser Coast Regional Council Certified Agreement 2018		
Progression	Annual Review – single steps within level		
Work Pattern	FWA	Hours/Week	36.25
O/T Payable	With Supervisor approval		
Uniform	As per dress standard and corporate uniform management policy		
Other			
Position Details			
Position Number:	1453	Position Title:	Client and Branch Services Assistant Librarian

I, \_\_\_\_\_, accept the position description as outlined above. I have been given an opportunity to ask questions about the contents and I understand the terms and conditions outlined in this document.

\_\_\_\_\_ Date: \_\_\_\_/\_\_\_\_/20\_\_  
***Signature of Employee***