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## Position Description

Library Services Coordinator

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## Position overview

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We are passionate about delivering an exceptional customer service to all ratepayers and members of our community. We also consider Libraries to be a valued service within our community. Our libraries not only offer access to resources such as books and computers; more importantly they provide a hub for community members to learn, engage and interact with each other and our highly skilled team. You will need to be passionate and multi-skilled and able to consistently deliver at a high standard customer and library services in a tidy, organised and enjoyable environment.

## Classification and relationships

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<b>Classification:</b>	Band 5 Level A Alpine Shire Council Enterprise Agreement
<b>Reports to:</b>	Manager Customer Experience
<b>Supervises:</b>	Library Services Officers

## Key duties and responsibilities

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As the Library Services Coordinator you will provide a supervisory role to Library Services Officers. This is an important role in ensuring the effective and efficient operation of our branch libraries in a tidy, organised and enjoyable environment including:

### **Accountability and extent of authority**

Accountable for the competent, accurate, effective and efficient operation of Alpine Shire Council's libraries relating to:

- Staff matters
- Administration
- Library Services
- Customer Service

## **Staff matters**

- Responsible for overseeing a team of employees.
- Prepare the weekly roster for each branch library, adapting it as necessary to accommodate staff absences, while taking budgetary considerations into account at all times.
- Supervise and the coordinate the library service team to carry out administration responsibilities.

## **Administration**

- Prudently and diligently manage the income and expenses across the library service according to the adopted annual budget.
- Ensure proper cash handling procedures are followed within each branch to achieve balanced cash and banked totals daily.
- Maintain files and records in an up-to-date and accurate manner.
- Maintain file management procedures utilising electronic systems.
- Write formal procedures for day-to-day operations across the branch libraries.

## **Library Services**

- Participate in quarterly meetings of the High Country Libraries Network and contribute to process improvement initiatives in collaboration with Coordinators from other library services.
- Ensure opening and closing procedures are correctly implemented at each branch.
- Prepare children's services packs for use at branch libraries for rhyme time, story time and school holiday programs.
- Organise author visits.
- Undertake outreach programs if required.
- Report any significant trends in the nature of enquiries or complaints to the Manager Customer Experience.
- Oversee circulation desk procedures and routines.
- Oversee the reader's advisory service.
- Maintain libraries in good order.
- Manage shelving routines.
- Suggest suitable book acquisitions.
- Assist library users with the internet, PC trouble shooting, electronic resources and equipment.
- Assist library users with enquiries, finding information and materials promptly.

- Continually promote and stimulate interest in the library's youth and children's services ensuring awareness of their existence and purpose.
- Prepare and maintain displays and publicise materials to promote events and activities with the Shire.
- Administer library memberships.
- Maintain the collection and conduct minor book repairs.
- Responsible for professional delivery of library service functions.
- Arrange displays and compile lists promoting youth and children's services where required.
- Participate in and provide feedback on process improvement.

### **Customer Service**

- Supervise the library services team across all Alpine Shire branches to ensure customers are dealt with efficiently, courteously and in accordance with Council's Customer Services Charter.
- Handle difficult customer situations in a calm and professional manner.
- Promote other Council departments.
- Ensure a neat and tidy environment is presented to customers at all times.
- Represent Council as a customer-focused organisation at all times.
- Assist all customers with enquiries and transfer enquiries if required.
- Maintain an understanding of the operations of Council's customer service function and responsibilities.

### **Other**

- Display a punctual, reliable and positive approach to work.
- Continually review and improve work methods associated with this role.
- Undertake other duties as directed by the supervisor.
- In addition to the responsibilities described in this document, all employees must comply with the Alpine Shire Council's Code of Conduct and Corporate Policies.
- Participate in Council's training program as necessary.
- Accountable to the Manager Customer Experience.
- Extent of authority is limited to matters described in the position description.
- Supervise and undertake weeding at branch libraries.

### **Judgement and decision making**

- Ability to make decisions regarding key responsibilities outlined in the position description within specified timeframes.
- Ability to solve problems using innovative and effective techniques.

- Ability to solve problems of a complex or technical nature with solutions from time to time.
- Guidance and advice is usually available from immediate supervisor or manager in the required time to make a choice.
- Ability to exercise judgement relating to key responsibility areas.

### **Management skills**

- Deliver outcomes within budget.
- Work effectively with minimal supervision.
- Organise and supervise a team to meet agreed outcomes.
- Manage diverse workload and set priorities.

### **Interpersonal skills**

- Sound written and verbal communication skills.
- Ability to facilitate relationships and gain the cooperation and assistance of Council employees, customers, ratepayers and contractors.
- Conflict resolution skills.
- Ability to write reports in the library field and prepare external correspondence.
- Display a punctual, reliable and positive approach to work.
- Excellent customer service skills.
- Ability to project a positive image in communicating with both internal and external customers at all times.

## **Expertise**

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### **Qualifications:**

- Working with Children Check
  - Exempt from this requirement if a Victorian Institute of Teaching (VIT) registered teacher, Victoria Police officer or Australian Federal Police (AFP) officer.
- Driver's license.
- Certificate 4 or tertiary qualification recognised by the Australian Library and Information Association with relevant experience in public library operations, service delivery excellence and library management systems.

## Experience:

- Sound written and verbal communication skills.
- Sound computer skills, in particular MS Office.
- Highly developed multi-tasking and problem solving skills and the ability to work independently, prioritise tasks and meet deadlines.
- Two years' experience in a similar role is essential.

## Specialist skills and knowledge

- Ability to monitor and work to a budget.
- Ability to coordinate a team.
- Ability to exercise initiative in the performance of duties and work with minimal supervision.
- Ability to adapt to changing work environments.
- Sound knowledge and demonstrable understanding of the role and its organisational context.
- Knowledge of and ability to effectively use relevant technology systems and applications relating to key responsibilities.

## Health, safety and risk duties and responsibilities

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Nothing is more important than the health and safety of yourself and those around you. You must:

- Perform all tasks in a manner that does not place at risk the health and safety of any person
- Seek assistance when unsure of how to perform a task
- Ensure you observe, understand and comply with all Occupational Health and Safety Legislation, Regulations, Codes of Practice, Policies, Procedures and directives
- Regularly inspect your work environment for hazards
- Immediately report all workplace incidents, accidents, near-misses and hazards to a supervisor
- Support the return to work plan for any injured worker when returning to work

## Physical requirements

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Daily work will be performed in an indoor environment, as such:

- You will be exposed to those conditions normally encountered in an indoor environment
- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices
- You must be able to see and hear in the normal range, with or without correction, and communicate well both verbally and in written form, and must be able to be understood
- The work environment may include uneven surfaces and up and down stairs
- Capacity to commute to various sites within the Shire including Bright, Mount Beauty and Myrtleford.