



POSITION DESCRIPTION

POSITION TITLE	Coordinator, Murrindindi Library Service
AWARD CLASSIFICATION	Local Authorities Award 2001, Band 7
EMPLOYMENT STATUS	Permanent Part Time (.8 EFT)
DEPARTMENT	Community Engagement Division
APPROVED BY	Manager Customer Experience
Date	5 June 2021

POSITION OVERVIEW AND OBJECTIVE

The Coordinator is responsible for leading staff and managing resources to deliver high quality, innovative and inclusive library services and programs that engage the Murrindindi Shire community. This position facilitates community access to a variety of options for information, education and engagement as well as recreation and entertainment services to support community and individual wellbeing, a rich cultural life and business/study information needs.

The Coordinator will strategically manage the collections and online electronic resources of branch libraries and mobile library service to ensure they represent best practice library trends and are responsive to local community needs. The Coordinator will also play a lead role in conducting a Library Service Review, including implementation of recommendations

The Coordinator is responsible for leading the four branches of the Murrindindi Library Service (Alexandra, Yea and Kinglake and Mobile Library Service). The Coordinator is based in Alexandra but is expected to attend all centres on a regular basis.

The Coordinator is also responsible for contributing to relevant Council issues and projects and maintaining close interdepartmental connections to enhance library service delivery.

KEY RESPONSIBILITIES AND DUTIES

1. People Management and Leadership

Lead, support and provide direction and day-to-day guidance to team members by

- Actively building and maintaining a cohesive team through open communication and activities that foster a sense of team unity.
- Ensure Council policies and procedures understood and observed by the MLS staff
- Foster a performance-based culture creating accountable structures by coaching, mentoring and empowering staff and having regular performance coaching conversations.
- Co-ordinate the recruitment, selection and induction of new staff as required.
- Ensure that work practices meet the needs of clients, expectations of Council and stakeholders.
- Ensure staff know and understand the relevant standards, program guidelines, policies and procedures.
- Assist staff to adapt to change, promote a positive attitude to change and ensure appropriate consultation to facilitate change
- Liaise closely with staff to support delivery of the library functions across all branches.

2. Collection management

Strategically manage library collections, including by

- implementing a collection management process which ensures the MLS achieves its goals of providing diverse resources in a variety of formats to meet users' reading and information needs
- provide high level support to branches in the promotion of the collection and to encourage a love of reading in the community
- Support and assist Branch Team Leaders to manage their collections to ensure they are relevant, up to date and well maintained
- Regular stock control and monitoring to ensure collection is developed appropriately and reflects community needs, including in liaison with Yarra Plenty Library Service
- Deliver against the objectives of the Service Level Agreement with Yarra Plenty Library Service.
- Keep abreast of public library trends and developments, especially in Victoria, to ensure the collection is up to date and modes of delivery are relevant
- Track and monitor statistics to be able to report accurately on resource use/trends and to contribute to surveys

3. Program Delivery

Coordinate and support staff to provide a diverse range of library programs to promote and engage the community in the services available:

- Ensure programs reflect best library practice, current priorities and directions for Victorian public libraries set by State Library Victoria, Public Libraries Victoria and the Australian Library and Information Association.

- Deliver programs that engage and serve ‘all ages all stages’ of library user, and attract new users to utilise services and work with other units in Council to
- Ensure programs enhance and enrich the cultural life of the Shire’s communities from a variety of diverse perspectives
- Seek feedback and engagement with the community in program development and delivery
- Work to actively promote MLS services and programs through strategic communications campaigns

4. Financial Management

- manage the MLS’ budget strategically, anticipate changing library needs and related future budget considerations and use funds appropriately to advance MLS’ broader goals
- Ensure all expenditure is within budget
- Ensure expenditure is authorised and fully compliant with all Council’s financial policies and procedures
- Actively assist in sourcing grant funding and ensure funds spent and acquitted appropriately
- Ensure that materials for the MLS are acquired in accordance with best value principles

5. Continuous Improvement and performance reporting

- Actively generate statistics and reporting which supports understanding of the service the MLS provides, informs the work of the branches and supports continuous improvement
- Seek out improvement opportunities and activities, and promote a culture of continuous improvement within the MLS.
- Identify issues that impact on organisational performance, particularly relating to the collections and for the development of strategic initiatives advice and recommendations to address such issues.
- Ensure data and feedback is collected to measure and track service and process improvement.
- Contribute to Council’s corporate reporting process as required in a timely and accurate way

6. Information and Technology

- Maintain statistical data and prepare reports as required.
- Ensure all electronic communication is compliant with privacy and confidentiality policies.
- Explore and recommend new library technology which will enhance our service.

ORGANISATIONAL RELATIONSHIP

Reports to: Manager, Customer Experience

Supervises:

- Team Leader Alexandra Library (Band 5)
- Team Leader Library and Customer Services - Yea (Band 5)*
- Team Leader Library and Customer Services - Kinglake (Band 5) *

- Mobile Library Officer x 2 (Band 4)*

(* NB: these Team Leader positions are responsible for managing joint library/customer service functions in their respective locations. The Coordinator MLS will work closely and cooperatively with the Coordinator Customer Service in jointly managing these staff).

Internal Relationships: Coordinator Customer Service, Manager Customer Experience, Council managers and staff, Councillors

External Relationships: Library members and users, ratepayers, Yarra Plenty Regional Library Service, Friends of the Library Groups, local schools and community groups, suppliers, regional library networks, ALIA, State Library of Victoria and Public Libraries Victoria.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Content and quality of library collections and collection development are managed so standards, budgets and timeframes are achieved
- Planning and leading delivery of library programs.
- Projects and services under control of position are managed to enable achievement of standards, resources, budgets and timeframes are achieved.
- Provide specialist advice to others.
- Accountable for the quality of advice given and for the development of appropriate strategic solutions.
- Contribute to policy development.
- Implement objectives, goals and budgets controlled by the position.
- Investigate and analyse issues as directed
- Report regularly regarding progress towards objectives, goals and budgets
- Demonstrate a responsibility for the care of their own health and that of others in the workplace.
- Ensure compliance with all staff code of conduct and policies, regulations and legislation in relation to area of responsibility. This includes following EEO, OHS requirements listed in respective policies to ensure a safe and healthy work environment.

JUDGEMENT AND DECISION MAKING

- Solve diverse problems and make decisions based on the application of organisational and team strategies and systems
- Apply specialist knowledge and techniques to new situations
- Use initiative based on experience and or knowledge in determining suitable action
- Internal guidance is usually available.

SPECIALIST SKILLS AND KNOWLEDGE

Management

- Understanding of financial management
- Able to plan and organise own work and manage others' work, to achieve specific and set objectives in the most efficient way, within resources available and set timeframe.

Interpersonal

- Able to complete specialist reports and external correspondence

- Able to maintain confidentiality and protect privacy
- Strong communication and team skills
- Able to liaise with other employees to resolve intra-organisational issues
- Able to negotiate and gain cooperation from public in area of responsibility
- Able to motivate, develop others and train in specialist process and procedures

Specialist

- Experience in supervision of library services.
- Understanding of the use of technology and processes related to the position
- Demonstrated capacity to understand and support the cultural life of the community.
- Victorian Driver Licence
- Victorian Police Check
- Working with Children Check

Qualifications and experience

- A degree in library and information management or related qualification together with proven experience in the field
- Substantial management experience and/or qualifications
- Demonstrated successful experience in libraries is highly desirable.

Physical

- Capacity to lift and carry books and other resources using appropriate manual handling techniques within approved weight guidelines.
- Able to sit and work at a computer for extended periods
- Able to drive for up to 2 hours
- Capacity to stand for extended periods.

KEY SELECTION CRITERIA

Essential

1. Tertiary qualification in librarianship, information services or related discipline.
2. Demonstrated experience in successful delivery of library services and programs in a municipal or public library environment, and a sophisticated understanding of emerging library and collection management technologies, trends and standards.
3. Proven ability to develop staff through performance coaching and mentoring and in leading a high-performing, engaged, customer-focussed team.
4. Demonstrated competency in using information technology and software systems, including in library management and reporting systems.
5. Demonstrated competency in budget preparation and monitoring processes and in finance management and financial reporting.
6. Highly developed verbal and written communication skills enabling effective relationship building and partnership development.
7. High level of problem solving and change management skills and demonstrated ability to engage in corporate reporting and planning processes.
8. Knowledge and competence in current manual handling techniques, risk management and OH&S principles.