

## LIBRARY TECHNICIAN

BRANCH/UNIT	Student Experience Group/ Customer & Student Success - Support		
TEAM	Library Services/Library Network		
LOCATION	Various		
CLASSIFICATION/GRADE/BAND	Librarian Technician Grade 1		
POSITION NO.			
ANZSCO CODE	224611	PCAT CODE	1225492
TAFE Website	<a href="http://www.tafensw.edu.au">www.tafensw.edu.au</a>		

### 1. ORGANISATIONAL ENVIRONMENT

TAFE NSW’s purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

### 2. POSITION PURPOSE

The Library Technician is responsible for assisting in coordinating the activities required for the operation and maintenance of library and information services and systems.

### 3. KEY ACCOUNTABILITIES

1. Assist and contribute to the delivery of customer facing and online library services to enable access to library resources and facilities by TAFE NSW’s diverse customers.
2. Provide guidance and problem solving for customers in digital technologies and platforms, and in operating other equipment to ensure customer success.
3. Maintain and make accessible library collections, guides, resources, records, and systems.
4. Develop and assist with presenting promotional materials, programs, displays and conducting library orientation.
5. Participate in responsible asset management of library equipment and facilities to maintain a quality library collection.
6. Provide input to assist in the formulation of procedures and policies.
7. Reflect TAFE NSW’s values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
8. Place the customer at the centre of all decision making.
9. Work with the Line Manager to develop meaningful performance development and review plans.

### 4. KEY CHALLENGES

- Responding and adapting to changes in technology.
- Changing customer learning needs and study requirements.
- Working in a fast-paced diverse environment.

### 5. KEY RELATIONSHIPS

WHO	WHY
<b>Internal</b>	
Assigned Line Manager	<ul style="list-style-type: none"> <li>• Receive leadership, advice and support.</li> </ul>
Library Service team members	<ul style="list-style-type: none"> <li>• Inform, share and collaborate on delivering consistent and responsive library services.</li> </ul>
TAFE NSW staff	<ul style="list-style-type: none"> <li>• Promote services, facilities and resources available.</li> <li>• Instruct, inform and advise on effective utilisation of resources and facilities.</li> </ul>

## 6. POSITION DIMENSIONS

**Reporting Line:** Assigned Line Manager

**Direct Reports:** Nil

**Indirect Reports:** ~Nil

**Financial delegation:** TBA

**Budget/Expenditure:** TBA

**Decision Making:**

- Makes decisions that may have a minor impact externally within defined parameters and based on sound subject matter knowledge and professional judgment.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

## 7. ESSENTIAL REQUIREMENTS

1. Eligibility for para-professional membership of Australian Library and Information Association (ALIA) and an ALIA accredited library and information science qualification.
2. Broad knowledge and understanding of library and information services, systems, and procedures
3. Demonstrated understanding of the technologies relevant to libraries and ability to support changing library technologies.
4. Willingness and ability to travel as per business requirements.
5. Ability to address and meet focus capabilities as stated in the Position Description.



## 8. CAPABILITIES

### NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the [NSW Public Sector Capability Framework](#). The capabilities **in bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational > Intermediate > Adept > Advanced > Highly Advanced

CAPABILITY GROUP	NAME	LEVEL
	Display Resilience & Courage	Foundational
	Act with Integrity	Foundational
	<b>Manage Self</b>	<b>Intermediate</b>
	Value Diversity and Inclusion	Foundational
	<b>Communicate Effectively</b>	<b>Intermediate</b>
	<b>Commit to Customer Service</b>	<b>Intermediate</b>
	<b>Work Collaboratively</b>	<b>Intermediate</b>
	Influence and Negotiate	Foundational
	Deliver Results	<b>Foundational</b>
	Plan And Prioritise	Intermediate
	<b>Think and Solve Problems</b>	<b>Intermediate</b>
	Demonstrate Accountability	Foundational
	Finance	Foundational
	<b>Technology</b>	<b>Intermediate</b>
	Procurement and Contract Management	Foundational
	Project Management	Foundational

### FOCUS CAPABILITIES

The focus capabilities for the Library Technician are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the position's key accountabilities.

#### NSW Public Sector Focus Capabilities

### NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Personal Attributes</b>		
Manage Self	Intermediate	<ul style="list-style-type: none"> <li>Adapt existing skills to new situations.</li> <li>Show commitment to achieving work goals.</li> <li>Show awareness of own strengths and areas for growth, and develop and apply new skills.</li> <li>Seek feedback from colleagues and stakeholders.</li> <li>Stay motivated when tasks become difficult.</li> </ul>
<b>Relationships</b>		
Communicate Effectively	Intermediate	<ul style="list-style-type: none"> <li>Focus on key points and speak in plain English.</li> <li>Clearly explain and present ideas and arguments.</li> <li>Listen to others to gain an understanding and ask appropriate, respectful questions.</li> <li>Promote the use of inclusive language and assist others to adjust where necessary.</li> <li>Monitor own and others' non-verbal cues and adapt where necessary.</li> <li>Write and prepare material that is well structured and easy to follow.</li> <li>Communicate routine technical information clearly.</li> </ul>

## NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
<b>Relationships</b> Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> <li>• Focus on providing a positive customer experience.</li> <li>• Support a customer-focused culture in the organisation.</li> <li>• Demonstrate a thorough knowledge of the services provided and relay this knowledge to customers.</li> <li>• Identify and respond quickly to customer needs.</li> <li>• Consider customer service requirements and develop solutions to meet needs.</li> <li>• Resolve complex customer issues and needs.</li> <li>• Cooperate across work areas to improve outcomes for customers.</li> </ul>
<b>Relationships</b> Work Collaboratively	Intermediate	<ul style="list-style-type: none"> <li>• Build a supportive and cooperative team environment.</li> <li>• Share information and learning across teams.</li> <li>• Acknowledge outcomes that were achieved by effective collaboration.</li> <li>• Engage other teams and units to share information and jointly solve issues and problems.</li> <li>• Support others in challenging situations.</li> <li>• Use collaboration tools, including digital technologies, to work with others.</li> </ul>
<b>Results</b> Think and Solve Problems	Intermediate	<ul style="list-style-type: none"> <li>• Identify the facts and type of data needed to understand a problem or explore an opportunity.</li> <li>• Research and analyse information to make recommendations based on relevant evidence.</li> <li>• Identify issues that may hinder the completion of tasks and find appropriate solutions.</li> <li>• Be willing to seek input from others and share own ideas to achieve best outcomes.</li> <li>• Generate ideas and identify ways to improve systems and processes to meet user needs.</li> </ul>
<b>Business Enablers</b> Technology	Intermediate	<ul style="list-style-type: none"> <li>• Demonstrate a sound understanding of technology relevant to the work unit, and identify and select the most appropriate technology for assigned tasks.</li> <li>• Use available technology to improve individual performance and effectiveness.</li> <li>• Make effective use of records, information and knowledge management functions and systems.</li> <li>• Support the implementation of systems improvement initiatives, and the introduction and roll-out of new technologies.</li> </ul>