

LIBRARIAN

Position Number:	P132120
Banding/Remuneration:	Band 5
Division/Branch:	Community Services/ Arts & Libraries
Reports To:	Branch Team Leader
Date Approved:	October 2023

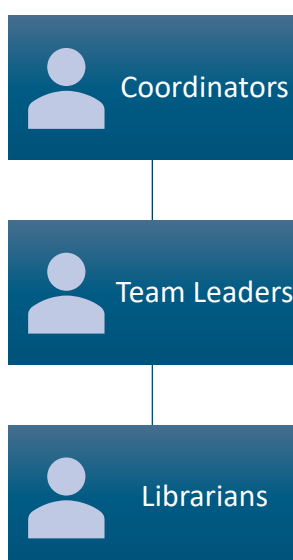
Position Objectives:

The Collections Librarian is responsible for the maintenance and evaluation of print, multimedia and electronic collections. The Collections Librarian works collaboratively with other library staff and engages with library customers to ensure that library resources are current, relevant, and accessible.

The incumbent will work within library policies and procedures to provide timely, accurate and customer focused services and will be responsible for the provision of quality reference and information services to the community.

The incumbent will also be required to take responsibility for supervision and decision making when working as the senior staff member on duty.

Team Structure:



Key Responsibility Areas:

Branch responsibilities:

- Provide excellent and efficient reference and information services to the Monash community while performing a range of rostered desk shifts
- Actively promote Monash Public Library Service (MPLS) resources and activities to the community
- Actively maintain awareness of developments and trends in the provision of library and information services, programs and resources
- Facilitate effective working relationships between staff within the branch
- Accept responsibility, when working as the senior staff member on duty, for supervision and decision making on branch operational matters
- Facilitate a safe working environment in accordance with Monash Occupational Health and Safety policies and procedures

Library Collections Responsibilities:

- Active participation in collection development across the library service
- Respond to customer suggestions, requests and concerns regarding library collection materials
- Review library resources including relocation, replacement and withdrawal of materials
- Understand community demographics and usage patterns to identify collection needs
- Use circulation statistics, collection management reporting tools and customer feedback to analyse the collection and provide advice to the Collections Team Leader in the management and maintenance of collections across the library Service
- Maintain and continuously develop own personal awareness of current and emerging trends around library collections, publishing trends and shifts in community interests and needs

Accountability and Extent of Authority:

- Accountable to Team Leaders and Coordinators for the:
 - Efficient delivery of branch services and quality customer service
 - Effective and efficient supervision of staff and procedures as required
 - Provision of effective and efficient information, collections, and reader development services at the branch level
 - Provision of user education
- The incumbent's authority and freedom to act is subject to clear guidelines
- The incumbent fully briefs relevant Team Leaders and Coordinators on all issues of operational importance and issues, which may affect customer service, cost, or time schedules
- Efficiently and effectively manage library service points when rostered as the senior on duty
- Ensuring application of specialist knowledge based on practical experience and theoretical knowledge of public library services at a professional level
- Requires sound judgement for liaison, negotiation and decision making with staff and the community including volunteers
- Operating within Council policies and the provisions of relevant Acts, regulations, codes, standards, and policies

Judgement and Decision Making:

- Investigate and resolve low-level to medium-level issues and complaints, to minimise potential negative impacts on Council
- Make informed decisions on a daily basis regarding supervision of the branch and customer service
- Where established practices are not in place, a logical approach based on professional knowledge and judgement is necessary. Advice is always available from Team leaders and Coordinators to assist in decision making

Specialist Knowledge and Skills:

- Excellent customer service and research skills
- Awareness of the trends in library and information services
- Ability to effectively undertake circulation and other routine duties
- High level ICT skills and knowledge of library management systems
- Sound knowledge of resources relevant to a public library, including e-resources
- Ability to be flexible and to multi-task
- Broad awareness of current affairs, publishing trends, and technological changes and their particular application to the delivery of public library services

Work Environment:

- Substantial manual handling is an inherent physical requirement of this role
- The incumbent will be required to bend, lift, squat and carry loads
- Use of computer/screen-based equipment is required
- Travel between library service points may be required

Leadership Skills:

- Ability to effectively plan, exercise initiative and use independent judgement
- Ability to produce timely work within established timeframe
- Ability to assume responsibility for branch staff supervision

Management Skills:

- Support for the achievement of team objectives before individual goals
- Knowledge of and commitment to the principles of Equal Employment Opportunity and Occupational Health and Safety

Interpersonal Skills:

- Be a role model by exercising resilience and demonstrating a positive attitude
- Ability to communicate effectively with library patrons
- Ability to work independently and as part of a team
- Ability to liaise effectively with colleagues within Council and in other library services

- Strong communication skills, both written and oral
- Sound problem solving skills
- An awareness of cultural diversity
- Ability to speak a language or languages other than English is well regarded

Qualifications and Experience:

- A tertiary degree qualification in Librarianship, Information Management or related discipline and eligibility for professional membership (librarian) of the Australian Library and Information Association (ALIA)
- Experience in supervision
- Experience in provision of information and reader development services
- Current Victorian driver's licence

Key Selection Criteria:

- Knowledge of current trends and best practices in public library services, particularly regarding library collection development, procurement and maintenance
- Demonstrated experience in library collection acquisitions, development, maintenance and evaluation
- Proficiency in library management systems and collection development tools
- Demonstrated commitment to customer service excellence, including experience to dealing with difficult customers
- Demonstrated ability to work independently and to collaborate as part of a team
- Demonstrated ability to plan, prioritise and complete work to a high standard, within set timelines and with competing priorities
- Strong verbal and written communication skills in reporting and program planning and delivery
- Ability to speak a language or languages other than English is well regarded


Organisational Context:

The City of Monash has a growing, passionate and cosmopolitan population estimated around 193,000 residents (2021). We are one of Victoria's leading Councils, serving a large well established community with very highly skilled and well-educated population. Monash is a proud multicultural community with almost half of our community born overseas and coming from more than 106 countries.

These key directions are driven by a commitment to a sustainable city, inclusive services, enhanced places and good governance, across five (5) Divisions:

- Executive
- City Development
- City Services
- Corporate Services
- Community Services

Our Vision: "To be the most liveable city in Victoria"



Our Mission: “Make a difference through commitment, leadership and expertise.”

Our Values:

- **Accountability**
We are responsible for our actions and behaviours every day.
- **Respect**
We value diversity and appreciate others.
- **Teamwork**
We work collaboratively to achieve shared goals.

Monash Council is committed to be a **flexible, safe, equal, and inclusive workplace** where we embrace and support diversity.

We are committed to being a child safe organisation and have zero tolerance to child abuse.