



POSITION TITLE:	LIBRARY MANAGER
SECTION	LIBRARY
DIRECTORATE:	BUSINESS, CULTURAL AND FINANCIAL SERVICES

1. REMUNERATION

Grade 19 of the Griffith City Council Salary System.

2. REPORTING STRUCTURE

a) Directly responsible to:

Director, Business, Cultural and Financial Services

b) Positions directly reporting to this position:

- Information Systems Team Leader
- People and Programs Team Leader
- Collections Team Leader
- Local Studies Librarian (0.2 fte)
- Library Assistants (2.4 fte)
- Bookmobile Operator
- Casual staff
- Volunteers

3. PURPOSE

To provide a quality, current, efficient and effective library and information service to the community of the City of Griffith, through the management of Griffith City Library and its regional organisation, Western Riverina Libraries;

4. RELATIONSHIPS

The following are examples of relationships that it is anticipated the position will have:

Internal

- Councillors
- General Manager
- Other Directors
- Other Council staff

- Volunteers

External

- General Public
- Branch Library staff
- Suppliers
- Media organisations
- State Library of NSW
- Federal and State Governments

5. CORPORATE ACCOUNTABILITIES AND RESPONSIBILITIES

Policies and Procedures

- Comply with Local Government State Award
- Maintain organisational confidentiality
- Comply with the requirements of Anti-Discrimination legislation, including Equal Employment Opportunity and all legislative requirements relevant to the position
- Comply with and ensure compliance with Council's Code of Conduct, Policies and Procedures within all areas of responsibility
- Ensure the implementation and compliance of appropriate and current Policies and Procedures within all areas of responsibility
- Actively participate and contribute to the development of plans, policies and procedures

Customer and Community Relations

- Ensure an efficient, courteous and professional service to internal and external customers at all times
- Present a positive image of Council at all times
- Promote a culture of understanding exceeding customer expectations
- Ensure effective community consultation and communication strategies are implemented for service delivery and projects where appropriate

Work, Health and Safety

- Ensure all work is performed in accordance with requirements of Work, Health and Safety policies, procedures and legislation
- Report all incidents, hazards and risks to the immediate supervisor
- Maintain and use personal protective and safety equipment as applicable to the role
- Actively participate in Work, Health and Safety activities
- Monitor work practices to ensure proper employee health and safety and respond to identified risks in a timely manner and in compliance with Council's Work, Health and Safety framework
- Acquire and maintain knowledge of Work Health and Safety matters
- Ensure all staff are properly trained in all relevant aspects of health and safety applicable to their role
- Ensure that contractors meet all requirements for Work Health and Safety and monitor for ongoing compliance

Teamwork

- Actively participate as a member of the relevant Council section and department
- Promote and maintain harmonious relationships in the workplace

- Ensure workgroups within all areas of responsibility work cohesively towards the achievement of Council objectives
- Ensure all conflicts are managed in accordance with policies and procedures and in a timely manner
- Promote a culture that encourages and values the contribution of staff to the achievement of Council activities

Record Keeping

- Ensure accurate and timely record keeping in accordance with Council's requirements
- Promote responsible and accountable practices for keeping full and accurate records and information in relation to corporate activities and decisions

Training and Development

- Actively participate in Council's training and development programs as required
- Identify and ensure the delivery of relevant training for staff in areas of responsibility

Continuous Improvement and Innovation

- Promote the development of more efficient work practices
- Ensure the ongoing evaluation and review of work practices and processes within all areas of responsibility to ensure they are effective and efficient and implement improvements where appropriate
- Promote a culture of change and innovation by encouraging new ideas
- Identify and propose additional business opportunities that enhance Council's existing capabilities

Environment

- Consider the protection of the environment in decision making and in the undertaking of all Council activities

General

- Perform other duties as required consistent with the level of competencies of the position
- Accomplish tasks while working under limited / minimum supervision
- Work with allocated resources and budget to meet or exceed expectations of Council
- Administer and ensure efficient and appropriate use of Council resources

6. PRINCIPAL ACCOUNTABILITIES

- Manage and maintain a well resourced Library Service and facilities in line with Griffith City Council's Community Strategic Plan
- Develop and manage the annual operational and capital budget
- Lead and develop all Library staff and volunteers in order to meet Library Service Objectives.
- Manage and coordinate the provision of Western Riverina Libraries partnership
- Actively seek and manage grant funding opportunities to enhance the Library and ensure a high level of delivery of Library Services and information to the community

7. KEY DUTIES

Strategic Planning

- Provide professional support to the organisation for the strategic planning, development and management of the library and information service;
- Monitor developments in library practice and technology and consult with the library team to implement where appropriate;
- Identify, develop and manage innovative projects that contribute to increasing the capacity of the community to access and use information and library services.
- Remain informed of current trends in public library operations;
- Develop, review and present relevant policies for adoption;
- Evaluate effectiveness of service provision.

Operational Management

- Manage the operation of a public library which provides for the informational and recreational needs of the public, utilising a variety of resource media;
- Regularly review procedures to ensure the efficient and effective use of resources;
- Manage the physical resources, including the library building, mobile library, library equipment and resources.

Supervision of Staff

- Lead and support the Library team to ensure achievement of agreed objectives, maximising job satisfaction and performance;
- Manage recruitment, selection, induction, training and development of library staff;
- Develop library staff and conduct regular consultation and performance appraisals
- Coordinate induction, training, development and supervision of volunteers and work experience students;
- Provide excellence in support to branch staff.

Financial Management

- Prepare, implement and monitor the library services budget for both Griffith City Library and Western Riverina Libraries;
- Research, write and submit grant applications for additional funding from external third parties;
- Investigate and seek sponsorship to develop resources and programs.

Customer Service

- Provide a high level of customer service and communicate efficiently and effectively with customers by:
 - Quickly identifying customers' needs to provide accurate and reliable services, information and resources in a timely manner.

- Attending to customers impartially and courteously being sensitive to individual characteristics, needs and diversity.
- Using a range of reference tools and resources to answer customer enquiries
- Liaise with community members and community groups;
- Ensure that the library service is tailored to provide for the literacy and life-long learning requirements of the community;
- Promote and market the library service.

General

- Report as required to library stakeholders including Council, Cultural Facilities Committee, Western Riverina Libraries committee, Public Libraries NSW, and State Library of New South Wales;
- Represent Griffith City Council at a regional and State level in matters relating to library services

8. COMPULSORY REQUIREMENTS OF THE POSITION

- This position is considered “Child Related Employment” and the successful candidate will be required to undertake a working with children check and achieve a satisfactory outcome.
- The successful candidate will be required to undertake a pre-employment functional assessment and achieve a satisfactory outcome (Category 2)

9. SELECTION CRITERIA

Essential

- Degree in Information Services or related qualification and demonstrated relevant experience in a senior Library position
- Eligibility for professional membership of the Australian Library and Information Association (ALIA);
- Demonstrated knowledge of principles and experience in the operation of a public library;
- Demonstrated human resources management skills including staff development, staff training and work health and safety;
- Demonstrated managerial skills including problem solving skills, decision making, leadership, financial control and service development;
- Demonstrated working knowledge of computer applications;
- Demonstrated excellent customer service skills;
- Demonstrated excellent written and oral communication skills;
- Hold a current driver licence Class “C” or equivalent

Desirable

- Knowledge of popular literature;
- Demonstrated working knowledge of collection development, reader services, information services and library services to specific users, eg, children, migrants, aged;
- Demonstrated ability to develop and implement community programs.

10. CRITICAL PHYSICAL FACTORS

Described below are the critical physical factors (CPF) associated with this role. The CPF are an indication of the types of duties expected of an employee fulfilling this role. Employees and candidates should be aware that they may be required to perform tasks up to and including these CPF as an inherent requirement of their employment.

KEY

- I Infrequent: exposure to the physical factor two – three times a year on average
- O Occasional: exposure to the physical factor less than twice a week on average
- F Frequent: exposure to the physical factor 3 - 4 times a week on average
- C Constant: exposure to the physical factor more than 5 times a week on average
- R Repetitive: exposure to the physical factor multiple times in an hour
- S Seasonal: Activity involves seasonal variations
- N/A Not Applicable
- ≡ Winter
- * Summer

DEFINITIONS

Extended periods: More than one hour at a time

Demands	Description	I	O	F	C	R	S	NA
Physical Demands of Job Tasks								
Kneeling/Squatting	Tasks involve flexion/bending at the knees and ankle, possibly at the waist in order to work at low levels			X				
Leg/Foot Movement	Tasks involve use of the leg and or foot to operate machinery							X
Hand/Arm Movement	Tasks involve use of hands/arms - e.g. stacking, reaching, typing, mopping, sweeping, sorting, and inspecting.				X			
Bending/Twisting	Tasks involve forward or backward bending or twisting at the waist.		X					
Standing	Tasks involve standing in an upright position without moving about			X				
Driving	Tasks involve operating any motor powered vehicle			X				
	Tasks involve driving vehicle on unsealed roads.							X
Sitting	Tasks involve remaining in a seated position during task performance					X		
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended.		X					
Walking/Running	Tasks involve walking or running on even surfaces				X			
	Tasks involve walking on uneven surfaces							X
	Tasks involve walking up and / or down slopes							X
	Tasks involve walking whilst pushing/pulling objects			X				
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees, onto plant		X					

Demands	Description	I	O	F	C	R	S	NA
	Tasks involve climbing over or under machinery							X
Working at heights	Tasks involve making use of ladders, foot stools, scaffolding, etc. anything where the person stands on an object other than the ground.		X					
Lifting/Carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms				X			
	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms for an extended period - e.g. whipper snipper.							X
	1. Light lifting/carrying (0-9 Kg)				X			
	2. Moderate lifting/carrying (10-15 Kg)							X
	3. Heavy lifting/carrying (16 Kg and above)							X
Restraining	Tasks involve restraining animals / objects							X
Pushing/Pulling	Tasks involve pushing/pulling hand powered objects away from or towards the body. Also includes striking or jerking. - e.g. hammer, hoe.							X
	Tasks involve pushing/pulling powered objects away from or towards the body. Also includes striking or jerking. - e.g. chainsaw, whipper snipper, jackhammer, drills, grinders.							X
Grasping	Tasks involve gripping, holding, clasping with fingers or hands.							X
Manual Dexterity	Tasks involve fine finger movements - i.e. keyboard operation, writing, tightening a nut.					X		
Sensory Demands of Job Tasks								
Sight	Tasks involve use of eyes (sight) as an integral part of task performance - i.e. looking at screen/keyboard in computer operation, working in dark environment, etc.					X		
Hearing	Tasks involve working in a noisy area - e.g. boiler room, kitchen, workshop and/or operation of noisy machinery/equipment							X
Smell	Tasks involve the use of the smell senses as an integral part of the task performance - e.g. working with chemicals							X
Exposure to Chemical Hazards								
Dust	Tasks involve working with dust - e.g. sawdust							X
Gases	Tasks involve working with gases							X
Fumes	Tasks involve working with fumes - i.e., which may cause problems to health if inhaled.							X

Demands	Description	I	O	F	C	R	S	NA
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made with skin - e.g. dermatitis							X
Working Environment								
Temperature	Tasks involve working in temperature extremes and exposure to outdoor elements - e.g. working in a cool room, working outdoors, boiler room							X
Confined Spaces	Tasks involve working in confined spaces which may affect individuals with claustrophobia							X

11. AUTHORITY TO ACT

Delegations set out in the Council's delegation register or made by the General Manager.

12. AMENDMENT TO THIS POSITION DESCRIPTION

This position description may be amended from time-to-time and any changes will be communicated in writing.

Position Description reviewed: June 2017

I accept the requirements of this position description and I can deliver its required outputs.

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(print name)

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(signed)

.....
(date)