POSITION DESCRIPTION

1. POSITION DETAILS

Position Title: Library Technology Coordinator (Creativity and Innovation)
Division: City Life
Unit: Creative City
Management Level: Worker

2. ORGANISATIONAL RELATIONSHIPS

Position Title of Supervisor:
Area Team Leader

Titles of Positions which report to Library Technology Coordinator (Creativity and Innovation) are:
None

Contractors for which this position is responsible:
None

3. PRIMARY PURPOSE OF POSITION

The primary purpose of the position is to connect staff and users with technology, equipment and infrastructure, which supports information, literacy, technology, welcoming spaces and lifelong learning.

The Library Technology Coordinator (Creativity and Innovation) is responsible for:

- Supporting digital citizenship by driving development of digital literacy skills among customers and staff
- Promoting technology for library services and in library spaces
- Proactively maintaining content for digital display screens in libraries using content management system
- Research and investigation of industry best practice in new and emerging technologies and participation in library technology projects
- Facilitating training for customers and staff in use of technology
4. **POSITION OBJECTIVES**

The major objectives to be achieved by the Library Technology Coordinator (Creativity and Innovation) are;

**Leadership**

- To research and implement activities that enhance, promote and educate about the library’s technology and digital resources in line with the Library’s vision and Programming Framework
- To provide robust support to library customers and staff to interact with and understand new and emerging technology
- Ensure an outstanding customer experience for both internal and external stakeholders
- Build professional working relationships with multiple stakeholders including library teams, other council teams and vendors

**Technology and infrastructure**

- To deliver a program of digital content that promotes library activities, vision and values for display across digital screens

**Staff development and continuous improvement**

- Advise and coach Library Management Team, Team Leaders and the wider network on global best practice on emerging technology and infrastructure
- Collaborate with colleagues to train and support staff, library visitors and customers to be proficient in the range of library and consumer technology products

**Communication and team work**

- To develop and maintain a framework of regular statistical reporting

**Policies and procedures**

- Comply with and promote legislative, industrial and City policies, including the NSW
- Play an active role and show initiative as an effective and flexible team member to achieve the Library’s Vision and goals, Business Unit plan objectives, and Quality Standards
- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behavior and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity.
- Other duties as specified by Area Team Leader

5. **POSITION ACCOUNTABILITIES**

The key accountabilities of this position are:

**Leadership**

- Engage, communicate and coach staff on innovative technology and the latest trend in infrastructure
- Create and foster a positive environment for staff and library users to embrace new technology and infrastructure
- Role model best practice in trend-setting library technology and infrastructure to meet the needs and expectations of our diverse community

**Technology and Infrastructure**

- To contribute to the provision of a future focused, contemporary library service that is responsive to changing technological and digital trends and opportunities by advising, coordinating and supporting the network on innovation and service provision opportunities
- Provide ongoing support to library staff and users on emerging technology
- Generate accurate, complete and presentable statistical reports from a range of systems, and provide initial overview and analysis on the data
- Deliver learning outcomes based on training programs, clear and concise training documentation and sharing of knowledge and experience with staff

**Communication and Teamwork**

- Develop and maintain effective working relationships with library staff, customers, vendors, industry networks and other relevant City units through excellent and professional interpersonal and communication skills
- Plan, organise, and deliver training to staff and customers on library and consumer technology and equipment through excellent presentation and training skills
- Embrace a cooperative and flexible working environment to meet deadlines and competing priorities
- Deliver successful projects via cross functional working groups, project groups and joining programs
- Assist with the delivery of outstanding library services including circulation duties and participation in Library programs, as required
Staff development and continuous improvement

- Contribute to establishing innovative technology in the library through keeping abreast and advise on emerging technologies and related legislation and polices
- Proactively engage in continuous professional development through self-motivated and formal training, participating in working groups, building professional relationships and sharing and implementing innovation within the Library
- Research, assess and proactively improve on efficiency and effectiveness of library infrastructure and technology
- Represent and promote the Library in regular professional development, networking and user groups amongst other libraries, associations and external organisations

Policies and Procedures

- Accept responsibility and authority for all related tasks as set out in Business unit plan, Library strategies, guidelines, policies, Quality Standards and associated documentation
- Comply with and keep abreast of any relevant compliance applicable to the performance of the duties of this position
- To establish and maintain documentation of procedures, processes and Safe work Method Statements for equipment
- To work safely in all areas and ensure the safety of staff, hirers, patrons and the general public
- Such duties as directed by Managers and Team Leaders

6. WORK, HEALTH & SAFETY RESPONSIBILITIES

Workers have an active role to play in the Safety Management System (SMS). Workers have the following responsibility, authority and accountability:

- Working safely so as not to put yourself or others at risk
- Stopping work in circumstances that are deemed an immediate risk to health and safety until a satisfactory solution is agreed/implemented
- Cooperating and complying with safe work method statements, policies and procedures and participating in their development
• Reporting all accident, incidents and hazards to your supervisor immediately and participating in accident/incident investigation and risk management activities

• Attending WHS training

• Complying with the requirements of the City’s Return to Work program

A full list of WHS responsibilities and accountabilities are available within the City’s SMS document; Responsibility, Authority and Accountability (RAA) Matrix.

7. **AUTHORITY TO ACT**

• Day to day operations and workflow will be specified by the Area Team Leader.

• The incumbent has the authority to take any reasonable steps to ensure that the smooth flow of operations is maintained providing the actions are consistent with the responsibilities of the position and subject to any limitations, corporate policies, procedures or safe work method statements.

• All personnel have the power to stop work in circumstances that are deemed an immediate risk to health and safety until a satisfactory resolution is agreed / implemented. Such circumstances may include life threatening situations or those that could result in loss of limb or other significant lost time injury.

8. **SELECTION CRITERIA**

**Essential Criteria**

• Tertiary qualifications in Information, Technology, Creative Intelligence and Innovation, Data Analysis, Communications, Libraries, Education or the equivalent experience gained by practical application over a minimum 3 years

• Excellent interpersonal skills and excellent written and verbal communication

• Demonstrated high level understanding and commitment to customer service specializing in digital and technology services

• Demonstrated experience in using content management systems for digital displays

• Demonstrated experience in organising and presenting technology training

• Demonstrated experience in researching best practice, implementing and evaluating activities to build digital literacy for both customers and staff

• Demonstrated capacity to evaluate and adapt current services for future needs particularly in the digital environment
- Demonstrated awareness of current trends and challenges in digital services in contemporary creative educational and cultural industries


**Desirable Criteria**

- Willingness to work evenings or weekends as required

- Proficiency in a language other than English

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**RECEIPT OF POSITION DESCRIPTION**

I acknowledge that I have received a copy of my position description.

Please return the signed copy to Employee Relations, Level 5, Town Hall House and retain a copy for your records.

Once returned this signed position description shall be placed on your personnel file.
Position Holder (please print)