

POSITION DESCRIPTION



1. POSITION DETAILS

Position Title: Library Technician

Division: City Life

Unit: Culture and Creativity

Management Level: Employee

2. ORGANISATIONAL RELATIONSHIPS

Position Title of Supervisor:

Team Leader or if applicable, Librarian

Titles of Positions which report to this position are:

Library Assistant, if applicable

Contractors for which this position is responsible:

Nil

3. PRIMARY PURPOSE OF POSITION

The City of Sydney Library Network of nine branches is a key front line service in the community for local residents, students, visitors, tourists and workers.

The primary purpose of this role is to connect Library visitors and users with information, literacy, technology and lifelong learning by delivering an exceptional customer experience.

This role supports, develops and implements innovative collections, trend-setting digital resources, interactive library services, creative learning programs and welcoming spaces.

The library technician plays a supervisory role supporting the team leader, coaching staff in library best practice and engaging the community.

4. POSITION OBJECTIVES



The major objectives to be achieved by the Library Technician are:

Team support

- Support staff in the continuous development of library, customer service, technology and operational knowledge and skills through coaching and knowledge sharing.
- Support team management and daily operations through monitoring and maintaining service delivery.

Customer Service

- Support the team in providing an exceptional customer experience and consistently meeting diverse customer needs and expectations.
- Provide equity in access through connecting diverse communities to information, technology, spaces, literacy and lifelong learning.
- Deliver on and support the Library's Business Unit plan, Quality Standards and guidelines through excellent customer and library services.

Library Services

- Support team to deliver innovative services in technology, learning programs and enhanced use of Library spaces that meet community needs.
- Support collection management and development through analysis of data and community needs.
- Foster partnerships within the Library, the City and with external organisations and communities through active outreach, networking and community engagement.

Continuous development

- Commit to professional development as a library and information professional through life-long learning in leadership, technology and customer service.
- Assess and evaluate team services and programs to ensure collections, technology, programs and spaces meet and align with community needs.
- Be aware of local and international developments in library and information services, technology, innovation and community engagement.

Policies and procedures

- Adhere to and promote compliance with legislation including the NSW Library Act and amendments, privacy and copyright, and the City's policies.
- Adhere to Library policies and procedures within branches and to contribute to the development of network-wide policy and procedures.
- To be held accountable for working conditions under the control of the position and for detecting any unsafe or unhealthy conditions or behaviour

and to take immediate steps to investigate and rectify any risks to health, safety and welfare arising from any activity.

5. POSITION ACCOUNTABILITIES

Library Technicians may be required to work in different locations and work flexibly to support opening hours, operations and programs.

The position will be accountable for some or all of the following as agreed with the team leader:

Team support

- Support the development of staff capabilities in customer service, information, technology and library trends through excellent coaching and knowledge sharing skills.
- Monitor and maintain efficient team operations through the use of good judgment and effective supervisory skills.
- Encourage a positive and supportive work environment through living the City's values, Code of Conduct, teamwork and knowledge sharing
- Support staff with difficult enquiries, issues and conflicts through effective problem solving skills.
- Such duties as directed by Librarians, Team Leaders or Managers.

Customer Service

- Support and create an exceptional customer experience by using strong judgment to identify, address and/or refer diverse customer needs as a priority
- Sound interpersonal and negotiation skills through effective communication to provide accurate information, resolve issues, and provide alternative resources.
- Understand and promote the Library's strategies, Quality Standards and procedures through demonstrated customer service, staff coaching, and continuous improvement.

Library Services

- Identify and meet customer needs through accurate circulation, enquiry work and reader's advisory and providing internal and external referrals
- Active promotion of all physical and digital collections and seek improvements through evaluation of community feedback and engagement.
- Support a range of Library services, including branch and roster management, collection services, Inter-Library Loans, and Home Library Services

- Identify and support new or improved Library services and programs that meet business unit objectives and address community needs in technology, collections and spaces.
- Share, train and demonstrate new consumer and library technology to customers and staff.
- Identify, establish and grow partnerships with other City units, external organisations and community groups to promote Library services and programs that address diverse community needs.

Continuous development

- Engage in continuous professional development through formal training, participating in working groups, building professional relationships and sharing and implementing innovation within the Library
- Collaborate with others through participating in cross-functional working groups, project groups and joint programs.

Policies and procedures

- Keep up to date with City and Library policies, procedures and guidelines, especially cash handling procedures and maintaining accurate financial records
- Accept responsibility and authority for all related tasks as set out in Library policies, procedures, guidelines and Quality Standards.

6. WORK, HEALTH & SAFETY RESPONSIBILITIES

Library Technicians have an active role to play in the Safety Management System (SMS). Library Technicians 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



- Library Technicians have 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.
- Library Technicians 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. ESSENTIAL AND DESIRABLE CRITERIA

Essential Criteria

- Completion or near completion of Diploma in Library Information Management or related discipline that is recognised for professional membership of the Australian Library and Information Association
- Demonstrated working knowledge and/or experience in two or more of the following:
 - Collections and digital resources
 - Reference and readers' advisory
 - Learning program development and delivery
 - Children's and youth services
 - Adult and seniors services
 - Outreach and community engagement
 - Multicultural services
 - Special community interests and needs services
 - Learning and development.
- Demonstrated experience of customer service skills including accuracy of information, equity of access, user privacy and providing a welcoming experience to visitors
- Demonstrated understanding of the roles of the public libraries in communities and a community focused approach to service delivery
- Demonstrated technology skills, continuous learning and the ability to embrace, promote and apply new technologies to service delivery
- Knowledge of and experience in the use of PCs/Macs (including Office, Outlook, Word and Excel), information/retail software, consumer technology, social media, research databases and web applications
- Demonstrated well developed communication, interpersonal, supervisory, and networking skills

- Demonstrated working knowledge and experience with copy cataloguing and classification (only for Collections Supports)
- Ability to problem solve and provide suitable solutions
- Ability to communicate effectively with people from a diverse range of backgrounds.
- Demonstrate a commitment to Equal Employment Opportunity, Work, Health and Safety and Cultural Diversity principles
- Ability to obtain Working with Children Check

Desirable Criteria

- Advanced PC/Mac skills, advanced Office software skills and/or design/music video software skills
- Previous experience in Inter Library Loans
- Previous experience in Home Library Services
- Previous experience in Collections management and working with library vendors
- Class 1C drivers licence
- Proficiency in another language other than English
- Willingness and ability to obtain Responsible Service of Alcohol Certificate