

Coordinator, Library Services

Position Outline

Position	Coordinator, Library Services
Work Location	23 West Street, Library
Directorate	Community Services
Section	Library Services
Reports to	Manager, Economic and Community Development
Annual Salary Band	\$97,380.00 - \$103,359.00
Classification	Level 6, Mount Isa City Council Certified Agreement 2018
Engagement Type	Full-Time, Ongoing

POSITION OBJECTIVE

This position provides effective and efficient operation and coordination of the Library Service. Whilst also providing a quality, modern and progressive library service which reflects the needs of the community.

In this position you will perform a range of complex and specialised library tasks requiring a high level of professional expertise and customer service skills. You will monitor and oversee daily operations and participate in the development of operating policies and procedures, systems to maintain records, and quality standards.

POSITION REQUIREMENTS

- Demonstrated ability to plan, organise and maintain workflow to achieve established goals, objectives and priorities either individually or as a member of a team.
- Administrative and organisational ability, including effective time management, prioritisation, and delegation skills.
- Supervisory experience in a library environment.
- Extensively developed interpersonal, communication and customer service skills including the ability to successfully liaise with a wide variety of people and external groups.
- Knowledge of and commitment to safe working practices in accordance with Workplace Health and Safety Act and Council policies and procedures.
- "C" class drivers licence

KEY RESPONSIBILITIES

This position is responsible for the following areas and includes but is not limited to:

Customer Service

- Provide an excellent customer service in both face-to-face situations and on the telephone.
- Ensure accurate and up to date information is always provided to the public.
- Apply Council work practices, policies, procedures, and guidelines in meeting the expectations and requirements of Council's customers.

- Ensure that work is carried out in a safe manner in accordance with the WH&S Act, Regulations and Standards and Council's work procedures.
- Provide and maintain high level of confidentiality.
- Actively contribute to the team and promote best practice.
- Maintain professional standards and integrity.
- Contribute to the promotion of the image of Council and the maximisation of good public relations.
- Assist the Manager of Community and Economic Development and undertake other duties as directed.
- Effectively supervise, mentor and manage the library team to meet section goals and customer expectations.
- You are required to follow any other lawful and reasonable directives provided by your supervisor or more senior officer.
- High level of customer service evidenced.

Administration

- Organise library promotions and activities to enhance library image and increase collection usage.
- Developing and reviewing library policies and procedures.
- Continually assessing established work methods and standards for continuing improvement, including reviewing, and assessing library operations to determine their effectiveness.
- Consistently meets corporate obligations.
- Develops, promotes and complies with council policies and procedures.
- Other targets as outlined in a Performance Review are achieved.
- Oversee, coordinate, and/or perform complex integrated activities.
- Responsible for complex problem-solving by working with other library's vendors and other entities outside the library.
- Maintain records, equipment inventories, compliance activities, and collection usage statistics.
- Oversee building security and facilities management.
- Effectively process customer complaints ensuring compliance with Councils Policy and Procedure.

Coordination & Development of Staff

- Organise the training and mentoring of new and existing library team members.
- Assist in providing effective strategic direction and operation of the Library Service.
- Ensure the delivery of high-quality customer and community service.
- Identify, develop, and maintain effective Library policies, procedures and systems for the Library Service.
- Provision of professional advice in accordance with relevant legislation and recognised industry standards.
- All assigned tasks completed professionally and on time.
- Accountable for positive health and safety practices.
- High level of confidentiality maintained.
- High level of participation and commitment to team outcomes.
- All liaisons carried out in a professional manner being a positive ambassador for Mount Isa City Council.
- Review, evaluate, analyse and make recommendations for service improvements and implementation.
- Implement and maintain service quality and productivity standards.
- Responsible for project management for the library service; develop and establish deadlines, goals, objectives, workflow, and operational procedures.
- Monitor and oversee daily operations.
- Performs miscellaneous job-related duties as assigned.

Out-of-ordinary hours work may be required. Council reserves the right to change these duties at any time.



KEY PERFORMANCE INDICATORS

- 10% increase in membership Annually.
- 10% increase annually in hard copy, E-books and Audio book loans annually.
- Minimum of 4 School Programs delivered annually.
- Minimum of 6 external community/school-based programs
- Minimum of 3 school-based programs delivered to Camooweal.
- Minimum of 12 staff meeting annually.
- 2 x staff team building sessions annually.

WORK HEALTH AND SAFETY

All employees of Council have an obligation to comply with Work Health and Safety legislation including Council's Work Health policies, procedures, and work instructions.

WHAT'S IN IT FOR YOU?

When joining Mount Isa City Council, you are provided with pathways and opportunities to grow and achieve your potential. Eligible employees can access our Employee Assistance Program, elect to join our free Immunisation Program, and enjoy sporting reimbursement opportunities. Full-time employees receive 5 weeks annual leave (pro-rata to part-time employees, *not applicable to casual employment*) to enjoy time outside the workplace!

WE AT ISA...

We consider our values vital in how we serve our community. Mount Isa City Council's values are Integrity, Service and Accountability.

INTEGRITY

SERVICE

ACCOUNTABILITY

HOW TO APPLY

What to include in your application:

Please provide the following information to the panel to assess your suitability:

- Write a maximum 2 pages on how your experience, abilities, knowledge and personal qualities meet the position requirements of the role.
- Your current CV or resume, including two referees who have a thorough knowledge of your capabilities, work performance and conduct within the previous two years.

Submitting your application:

- Submit online at: <https://www.mountisa.qld.gov.au/current-vacancies>; or
- Email Human Resources on hr@mountisa.qld.gov.au
- *Both word and PDF are accepted file formats.*

Please note that:

- Council undertakes a range of checks and assessment methods to assist in selection, including criminal history checks, pre-employment medical etc.
- Mount Isa City Council is an Equal Employment Opportunity employer. Council strongly encourages all suitable applicants to apply for this role.
- ***Applicants must be eligible to live and work within Australia.***

Creation Date	15 May 2014
Review Date	1 March 2024
Contact	Brian Atherinos – Manager, Economic and Community Development
Closing date	17 April 2024