



Our Values

Respect Honesty Commitment Courage

Position Title:	Library Technician
Directorate:	Corporate and Community Services
Reports to:	Manager Library Services
Date effective:	July 2021
Agreement Level:	EBA Level 6
Position no:	LIB04

Values only become meaningful when they are translated into behaviours that people engage in and others can observe. They are the cornerstone of 'walking the talk'.

1. Purpose

1.1 Primary functions

- Operational leadership for the management and delivery of Library Information Technologies, including emerging technologies, in response to a changing technological and social environment
- Develop, co-ordinate, monitor, and implement plans, policies, procedures, and guidelines specific to the operation of library IT services and provide solutions to technical issues as needed.
- Specialist knowledge in administering automated library systems, online searching tools and Library IT technical equipment
- Provide strategic input on Library IT development
- Deliver a high-quality Library and Information Service to the community through the application of library resources, equipment, policies, and procedures whilst operating as a first point of customer contact including the provision of client-based reference and information service using on-line technology where applicable to meet the recreational, cultural, educational, and informational seeking requirement of the community.
- Function as an active part of the library leadership team, including deputising for Manager Library Services and Coordinator Library Operations as needed.

1.2 Community strategic goals



**Goal 1:
Valuing the
natural
environment**

**Goal 2:
Welcoming
and inclusive
communities**

**Goal 3:
Managing
growth
sustainably**

**Goal 4:
Vibrant and
diverse
economy**

**Goal 5:
Effective
leadership
and
governance**

1.3 Key functions and duties

Key functions	Specific duties	% Time
Library IT Services	<ul style="list-style-type: none"> • Provide specialist library IT knowledge and expertise, develop IT solutions as needed • Coordinate implementation and evaluation of technical Library IT services • Responsible for all library IT equipment including 3D Printer, public and staff printers/photocopiers and purchase of consumables for such assets. • Troubleshooting for all Library Services IT, including liaising with provider companies as needed, and assessing and amending procedures in response to problems and faults • Develop and supervise training programs for Library staff and customers in the use of library IT facilities. • Update and maintain all cloud-based and locally stored Library systems, including ongoing IT review, maintenance, and statistics • Communicate changes and updates to cloud-based and locally stored systems to the Library Services team • Develop, implement, and monitor technical solutions and standards regarding RFID equipment, use and troubleshooting • Assist in analysis and forecasting of annual budget preparation and ongoing budget maintenance for library ICT • Conduct library IT inductions for staff and volunteers • Assist the Manager Library Services in special projects as required • Evaluate and recommend library ICT equipment and systems, including automated library management systems • Support Tender development, assessments, and funding applications for library IT 	55

	<ul style="list-style-type: none"> • Comply with Council’s purchasing and tendering procedures • Effective measurement and communication of the Shire performance and sustainability in relation to the Library BU • Liaise with government departments, ICT professionals and consultants, and private and community groups • Liaise with Shire Marketing to maintain functionality, relevancy, and content of library social media presence • Assist with development and publication of digital content promoting library services 	
Community and Customer Focus	<ul style="list-style-type: none"> • Ensure all library IT equipment provided for patrons is user-friendly and in good working order • Ensure that guidelines instructing on the use of library IT services are relevant and up to date • Operate front counter as rostered, including check-in and check-out, processing new memberships, cash transactions, assistance in the resolution of grievances and problems, and other desk duties. • Answer reference and information queries using a developed knowledge of internet function and search techniques. • Assist customers with advice and training to enable their use of the Library IT services including internet, Wi-Fi, iPAC, online services, word processing etc. • Organise, supervise and co-ordinate team projects as needed • Selection, processing, and delivery of housebound materials • Monitor member requests and make recommendations on stock purchases. 	40
Library Management	<ul style="list-style-type: none"> • Assist in the general day-to-day administration of the Shire's libraries • Mentor and supervise staff and volunteers when required • Monitor and evaluate improvement opportunities, and formally communicate proposals • Prepare reports and other documents as required. • Develop and manage Stock takes • Collection and reporting of Statistics • Shelving, shelf and general tidying and basic repairs. • Participate in and document team meetings. • Develop, participate in, and promote library activities, displays, exhibitions and publicity programmes. • Liaise with public and other agencies on a range of issues, in order to promote positive public relations • Design and produce graphic material where relevant. 	5

General

- Work in accordance with the Shire’s defined Equal Opportunity and Anti-discrimination legislation, procedures & principles;
- Work in accordance with the Shire’s defined Occupational Safety and Health legislation, procedures and principles;
- Adhere to the Shire’s Code of Conduct, policies and management practices as amended from time to time;
- Contribute to the attainment and development of strategic plan outcomes, strategies and actions; and
- Ensure all duties as directed by the Chief Executive Officer are fully undertaken.

2. Extent of Authority

Under the limited direction of the Chief Executive Officer and as delegated from time-to-time, the incumbent has authority to act within predetermined guidelines, policies, procedures, predetermined budgetary limits and expenditure and in accordance with the statutory provisions of the Local Government Act 1995 and other relevant legislation.

Delegated authority in accordance with the following: sign purchase orders or other documents as per the "Authorisation to Sign Documents Register

3. Relationships

3.1 Responsible to

Manager Library Services

3.2 Responsible for

Volunteers

3.3 Internal Stakeholders

Council staff

Councillors

Volunteers

Work experience students

3.4 External Stakeholders

Members of the community

SLWA

Other public libraries

Community organisations

Consultants and Contractors

Community organisations

4. Position Selection Criteria

4.1 Position essentials

Degree or professional qualification in Library Technology or Library and Information Studies, or evidence of Library Technology or Library and Information Studies in progress.

Demonstrated ability to breakdown complicated technical problems into manageable components, analyse and provide recommendations.

Specialist knowledge and technical expertise in automated library management and RFID systems.

Specialist knowledge of computers and Library specific hardware and software.

Developed sound knowledge of online search tools and internet functions.

Demonstrated commitment to customer service, innovation, and business improvement.

Experience in supervising staff, volunteers, and the public.

Ability to work autonomously, whilst contributing and interrelating effectively within a team.

Ability to provide effective service and ability to deal with difficult customer situations.

Motor Driver's Licence class C.

4.2 Position desirables

Experience as a Library Technician or experience in a similar role.

Experience in a library environment.

Sound knowledge of Microsoft Office products including Word, Excel, Publisher, and Outlook.

Experience in OCLC products.

Experience in Envisionware products.

Specialist knowledge of online marketing tools and social media.

Developed research skills and reference techniques, including bibliographic skills.

5. Parties

Present Occupant Name:

Signature:

Date:

Reporting Officer Name:

Signature:

Date: