

Job and Person Specification

Position:	Library Technician
Version:	3.2
Department:	Development and Community
Reports to:	Manager Library and Community
Level of Direction:	General
No. of Direct Reports:	Nil
Delegated Authority:	As Delegated
Award/Stream/Level:	Municipal Officers (SA) Award Level 3
Incumbent:	
Date Appointed:	

Our Vision

Productive – a leading supplier of primary produce to local, national and international markets | **Diverse** – a more diverse community with access to a greater mix of local opportunities | **Location** – a lifestyle location connected to the Barossa, Coast and Adelaide | **Welcoming** – a proud, spirited and generous community | **Ambition** – advancing infrastructure and technology to foster a competitive local economy | **Leadership** – a decisive and proactive Council | **Attractive** – a place of choice for businesses, residents and visitors

Our Core Values

The values or behaviours that Council will embrace to support and guide us in achieving our Vision

Adelaide Plains Council is committed to ensuring that staff work in an environment that is built on values that underpin the way we behave. These values are reflected in our Strategic and Business Plans and apply to staff and Council Members

Leadership & Diplomacy by acting strategically and effectively managing our relationships | **Teamwork** through unity, cooperation and support | **Professionalism** through commitment, quality and timeliness of work delivered | **Honesty & Integrity** building trust and loyalty with the community and within Council | **Respect** for others, acting with humility and empathy | **Innovative & Open-Minded** being proactive in continually improving our services

Our Constructive Culture

Encouraging a culture that supports staff, the Council and community in the way we undertake our roles

Adelaide Plains Council is committed to developing a constructive organisational culture through constructive leadership, management and teamwork. The behaviours of a constructive organisational culture are organised into four main constructive styles

Achievement pursue standards of excellence with enthusiasm | **Affiliative** friendly, sensitive and cooperate with others | **Humanistic-Encouraging** supportive of others and constructive in dealings with one another | **Self-Actualising** maintain personal integrity, self-develop and enjoy work

Position Objectives	Strategic Outcomes
<p>To support the Manager Library and Community in the provision of an effective and efficient library service that meets the information, educational, recreational and literacy needs of the community.</p> <p>Undertake a range of library, customer and administrative services and provide proactive, value- added customer service as a member of the Library and Community team.</p> <p>To work effectively as part of a team in order to achieve the goals and objectives of the Adelaide Plains Council’s Library and Community Services.</p> <p>To support the Manager Library and Community with the continuous improvement of the library’s collection, ensuring it is well balanced and reflects the educational and recreational needs of the community.</p> <p>To support the Manager Library and Community and contribute to the development and implementation of library and community events and promotions as required, including the coordination and planning of school holiday and children’s programs.</p> <p>In collaboration with the Manager Library and Community and Senior Information Technology Officer ensure that the Library’s IT and the One Library Management System operates effectively.</p> <p>Understand and take ownership of Council’s Strategic Vision and Goals.</p>	<p>Enviably Lifestyle</p> <ol style="list-style-type: none"> 1. Manage growth to sustain and activate our townships 2. Provide, support and acquire facilities, assets, services and programs that build community capacity, health and connection 3. Advocate for increased health, education, aged care and youth services, welfare and emergency facilities and services <p>Emerging Economy</p> <ol style="list-style-type: none"> 1. Reinforce Adelaide Plains Council as a place of choice for business, residents and visitors

Key Result Areas	Key Tasks	Performance Indicators
<p>Customer Service/Circulation Desk/Public access to electronic resources</p>	<p>Under the general direction of the Manager Library and Community develop the Library as a leading resource for information and education within the Adelaide Plains Council, including the following:</p> <ul style="list-style-type: none"> • Establishing the Library Service as a community leader in promoting and encouraging literacy, including digital literacy. • Provide all aspects of circulation desk duties including loans, reservations, returns, registrations and membership maintenance, overdue and reservation notices, shelf checks and shelving. • Actively promote Local and State wide library resources and activities/programs/services to the public. • Respond to customer queries and provide accurate information whether in person, email or by phone ensuring that enquiries are answered promptly and to the customer's satisfaction in accordance with Council's Customer Service Charter. • Assist customers with accessing information technology – Internet, One Library Management System, catalogue, Wireless Internet, E books and Online Databases and to utilise the photocopier/faxing/scanner/printer. • Perform cash transactions for payments of the Library's fee generated services.. 	<p>High level of accurate and professional customer service.</p> <p>Awareness of reference and information resources, collections and services by library users.</p> <p>Revenue is managed according to Council policies and in line with Council Schedule of Fees and Charges</p>
<p>Library promotions, activities and programs</p>	<p>Under the general direction of the Manager Library and Community develop the Library as a leading resource for information and education within the Adelaide Plains Council, including the following:</p> <ul style="list-style-type: none"> • The overall development and delivery of library and community events, activities and programs e.g., South Australian Living Artists (SALA) and author events. • Assist with scheduling and conducting library tours and orientation sessions for school classes and other interested parties. • To be back up Officer to implement the Library's facebook page. 	<p>Well attended and successful events</p>
<p>Children and youth services</p>	<p>Under the general direction of the Manager Library and Community develop the Library as a leading resource for information and education within the Adelaide Plains Council, including the following:</p>	<p>Relevant children and youth programs are held on a regular basis</p>

Key Result Areas	Key Tasks	Performance Indicators
	<ul style="list-style-type: none"> • Deliver early literacy programs, rhymes, songs and story time sessions and information services for parents and care givers (e.g. Two Wells Toddler Read and Rhyme sessions, primary school classes and child care centres). • Assist with working in building and maintaining partnerships with relevant external services such as schools, childcare centres, to take library services beyond the library building. • Design and deliver after school programs eg Lego Club. 	<p>Ensure accurate program attendance details are recorded</p> <p>Increased participation from the community in the Library Services children and youth programs</p> <p>Partnerships have grown with external services with an increase in the number of visits to the library (including schools or childcare centres)</p>
<p>Collection services development</p>	<p>Under the general direction of the Manager Library and Community develop the Library as a leading resource for information and education within the Adelaide Plains Council, including the following:</p> <ul style="list-style-type: none"> • Assist in collection acquisitions using Blue Cloud Acquisitions or local sources, as well as withdrawing items, to ensure that the Library’s stock is relevant to the needs of the community, particularly children and youth resources. • Download bibliographic records from Blue Cloud Acquisitions or from the National Library of Australia or create original, accurate catalogue records. • Assist with the ongoing use and promotion of the Local History collection, including digitising the collection on the State’s Library Management System. • Evaluate and process donations in line with Library and PLS Policies. 	<p>Library collection is relevant and accurate records are maintained.</p> <p>Borrowing loans</p>
<p>Library systems administration</p>	<p>Under the general direction of the Manager Library and Community develop the Library as a leading resource for information and education within the Adelaide Plains Council, including the following:</p> <ul style="list-style-type: none"> • in consultation with team members, develop, maintain and regularly review procedure manuals to ensure an efficient Library Service operation (which are in line with the One Library Management Systems consortium policies and practices) • provide staff with information updates and training in any IT related areas 	<p>Best use of functionality and delivery of high standard of service to library customers.</p> <p>Continued effective operation of Library Management Systems and associated applications.</p>

Key Result Areas	Key Tasks	Performance Indicators
	<ul style="list-style-type: none"> • ensuring the integrity and functionality of the One Library Management System application • be the contact person for the Adelaide Plains Library with regards to Public Library Services (PLS) instigated projects, including cataloguing queries. • maintain the Library’s IT resources and provide support and assistance to Library staff and customers. • operate as the point of contact for the Adelaide Plains Library and troubleshoot, liaise and resolve IT issues between the Library and Council IT staff and Public Library Services (PLS) helpdesk. • update the Enterprise/OPAC library page as required and ensure that the information is kept up to date. • print a range of regular and ad hoc reports as required by the Manager Library and Community on Blue Cloud Analytics. • perform a range of administrative tasks to ensure the Library service runs effective.ly 	
Tourism & Community Information	Professionally promote and provide assistance to customers and visitors seeking information regarding the District, and surrounding areas, events, tourist attractions and points of interest	Successful marketing and promotions campaigns Increased tourism to the region
Other Duties	Undertake other reasonable library services related tasks as directed by the Manager Library and Community.	
Information Management	Ensure Information Management activities are conducted and completed in accordance with Council policies and procedures and in accordance with the <i>State Records Act 1997, Freedom of Information Act 1991 and Local Government Act 1999.</i>	Accurate and effective record management
Policies and Compliance	Maintain awareness and compliance with all Council and Administrative Policies, Processes and Codes. Where applicable, ensure all work is undertaken within properly delegated authority, and is compliant with relevant legislation.	Correct application of Policies and Procedure Compliance with relevant Codes

Key Result Areas	Key Tasks	Performance Indicators
<p>WHS & RTW (responsibilities as a Worker)</p>	<p>The responsibility of the worker is to ensure the following:</p> <p><u>Workers Health and Safety</u></p> <ul style="list-style-type: none"> • Take reasonable care of his or her own health and safety • Take reasonable care that their acts and omissions do not adversely affect the health and safety of other persons in the workplace • Complying with the WHS Act, Return to Work Act, Regulations, Performance Standards for Self Insurers, Codes of Practice and Australian Standards • Co-operate with any Council WHS&RTW Policies, Procedures, Safe Work Instruction, Safe Operating Procedure and/or Safe Work Method Statement • Use plant, equipment and hazardous chemicals in a safe manner and condition • Do not allow the consumption of drugs or alcohol to affect and endanger themselves or others at work <p><u>Return to Work</u></p> <ul style="list-style-type: none"> • Comply with the Council's Return to Work Procedures • Actively participate in the development and implementation of return to work plans with the agreed primary goal being return to work • Abide by agreed medical restrictions 	<p>Low or zero incidents in work area</p> <p>Regular routine checks on plant and equipment safety</p> <p>Reporting of hazards, incidents and near misses</p> <p>Regular attendance at Departmental meetings</p> <p>Review of policies and procedures when requested through consultation</p>

Person Specification

Qualifications	<ul style="list-style-type: none"> • Library Technician qualifications is highly desirable • National Police Clearance • Current Driver's Licence • Mandatory Reporting Certificate
Knowledge	<ul style="list-style-type: none"> • Sound knowledge of current public library practices, library systems administration, operations and services. • General knowledge and appreciation of adult and children's literature. • Understanding of Local Government and Council's organisational structure and its role in the provision of services to the community. • Sound knowledge of Council policies and procedures relevant to the area including Library and PLS procedures • Knowledge of the range of Library services and library practices including cataloguing procedures. • Knowledge of Blue Cloud Acquisitions and Analytics and other automated library management systems. • Knowledge of current Public Library principles, practices and trends. • A working knowledge of local government administration and legislation associated with position responsibilities.
Skills	<ul style="list-style-type: none"> • Exceptional oral and written communication skills include active listening, displaying empathy and understanding as well as providing information and accurately recording and conveying messages. • Highly developed organisational skills, including time management and ability to work autonomously as well as being a team player who contributes to the constructive dynamics of the organisation as a whole. • Proficiency in current MS Products, Outlook & Content Manager software applications, including internet and online resources. • A strong customer service and work ethic. • Excellent and accurate data entry skills. • Ability to analyse and prioritise problems and use initiative to create alternate solutions. • Ability to identify opportunities to deliver value – added customer service. • Ability to work efficiently under pressure.

Person Specification

	<ul style="list-style-type: none"> • Professional approach in liaising with stakeholders.
Experience	<ul style="list-style-type: none"> • Minimum 2 years experience in a public library environment. • Experience in utilising Blue Cloud Acquisitions and the State-wide automated library management system – One Library Management System.
Personal Attributes	<ul style="list-style-type: none"> • Ability to interpret and resolve enquiries from Council members, management, staff, customers and convey information. • Demonstrates a high level of interpersonal skills and work ethics, including: <ul style="list-style-type: none"> ○ high degree of confidentiality, discretion and diplomacy ○ motivation and enthusiasm ○ ability to exercise initiative. ○ commitment to professionalism and the provision of high quality customer service. ○ strong commitment to, and focus on, customer service and contributing to establishing strong community relationships. ○ ability to work independently and as an effective team member in providing high quality responsive customer service. • Ability to provide instruction and guidance to other staff. • Ability to keep informed of new developments, procedures, technology and willingness to embrace change.

Responsibility, Accountability, Delegation and Authority

**Responsibility and
Accountability**

Is responsible and accountable to the Manager Library and Community for undertaking the functions of the position to a consistently professional standard and thereby making a positive and effective contribution to the Council.

Delegation and Authority

Provide information and advice within the limits of the *Local Government Act 1999* and as delegated by the Chief Executive Officer.

Job Requirements

Work Location

Based at the Two Wells Library but will be required to work at times at the Mallala Library.

Performance Reviews

An annual performance review will be conducted with the expectation of achievement of high standards of performance, and will generally be based on the responsibilities, specifications and requirements outlined in the job description.

Drivers Licence

Current driver's licence at C Class.

Citizenship/Residency

Must hold either Australian Citizenship or Permanent Residency (and be eligible to work in Australia unrestricted).

Criminal History Check

A current Criminal History Check is required to be provided by you prior to commencement and every three (3) years (or upon expiry) thereafter.

Training/Networking

Attend conferences, seminars and training courses to maintain strong and effective networks and competencies.

Meetings

Attendance at staff meetings and some Council events as required.

Out of hours work

There will be a requirement for limited out of hours work to fulfil the role requirements on occasions, which will require prior authorisation by the Manager Library and Community. This position will also be required to work late nights when the Library Service is open and will be required to work rostered Saturday shifts – approximately one every two weeks.

Signed: _____ (Employee) Date:/...../.....

Approved By: _____ (Line Manager) Date:/...../.....

Date Last Reviewed: 10 /04 /2024