Position	Reporting relationships	Other key relationships

Library Collections Coordinator (Technical Services)	Reports to: Team Leader, Collections & Access	Direct Reports:
		    5 x Library Officers, Collections
		
		Internal relationships:
		    Library Collections & Technology Coordinator
		    Library Services staff
		    Other council departments as required
		    Volunteers
		
		External relationships:
		    Community members and other external stakeholders.
		    Public Library Services
		    South Australian Public Library "One Card" Network

Position overview

Reporting to the Team Leader, Collections & Access, the Library Collections Coordinator (Technical Service) is responsible for:

- Leading the Collections Team in the high-quality delivery of all aspects associated with collection maintenance and cataloguing processes, ensuring all materials in the collection are accurately catalogued and aligned to professional cataloguing industry standards.
- Coordination, supervision and leadership to the Library Collections staff, including the setting and evaluation of work priorities and providing technical knowledge and assistance to them.
- Working as part of the wider Library department and Council on strategic projects to provide leadership and modelling of a culture of continuous improvement.

Key outcomes

Responsibilities:

Library Collections Team

- Lead, develop and supervise the Library Collections Officers in the team:
  - Assign, delegate and monitor work priorities, responsibilities and tasks of Library Collections staff
  - Set and evaluate work outcomes (quality of bibliographic and item data, overall number of items added, consistency with professional cataloguing standards, the physical quality of the collection and staff's abilities to perform these tasks),
  - Delivery and implementation of technical cataloguing guidance to staff (based on One Card Network and professional cataloguing standards in addition to local variations)
  - Monitor performance and compliance with established work practices, procedures and guidelines, including locally developed Library cataloguing standards
  - Coordinate shifts and leave as required
  - Recruit, train and manage staff, including daily coaching and undertaking Council Performance review processes
  - Keep staff up to date with relevant corporate, One Card Network and industry information

- Responsible for the entire technical services process of cataloguing all materials that are acquired:
  - Develop, implement, review and evaluate cataloguing and collection maintenance processes
  - Ensure the high quality of new catalogue records as well as high quality of physically processed items
  - Embed continuous improvement initiatives to ensure ongoing efficiency of processes and quality of bibliographic data and items in the Library Collection
  - Performs complex and/or original cataloguing, including application of knowledge of MARC, DDC and AACR2 and One Card Network standards.
  - Resolve routine problems in technical procedures.
  - Communicate with staff regarding network and industry cataloguing standards and other initiatives and provide training to staff as required.
  - Create and document in-house procedures as required.

- Management of the Library Magazine Collection, including liaison with vendors, procurement of magazines, review of collection titles list, generation of claims for missing items and evaluation of circulation data
- Leads the Library Collections team in the development, implementation, responsibility, monitoring and continuous improvement in cataloguing, processing and collection maintenance procedures. This includes performing complex cataloguing processes as part of the Library's technical services outcomes.
- Work closely with the Team Leader, Collections & Access to ensure that team processes and projects align with Strategic goals of the Library and Council (as well as the One Card Network), including a positive approach to the implementation of changes in processes, workflows and standards
- Work collaboratively with colleagues and internal stakeholders from across the Library and Council.
- Actively participate in a creative, innovative and solution-focussed team.

- Establish professional relationships with various external stakeholders, including Public Library Services and One Card Network staff, including representation at relevant Network meetings as required
- Working as part of the wider Library department and Council to provide strong leadership and modelling of a culture of continuous improvement.
- Coordinate and supervise volunteers, as required, with processing tasks
- Responsible for purchasing goods and services required for processing new library items, and processing of invoices as delegated.

General:
- Ensure relevant policies and procedures are developed, implemented and regularly reviewed.
- Comply with Council's Code of Conduct, policies, procedures, guidelines and standards.
- Manage records in accordance with organisational Records Management procedures and practices.
- Demonstrate our Values and behaviours.
- Work collaboratively with others to deliver services and to identify improvements to work practices and procedures.
- Comply with all relevant organisational codes, policies, procedures, guidelines and standards, and with the requirements of the Equal Opportunity Act 1984, Disability Discrimination Act 1992 (as amended) and all other associated legislation, including the Local Government Act.
- Report all risks identified in the course of undertaking the duties relevant to this position.
- Any other task as required by the Team Leader Library Events & Programs.

Library Customer Service Team :
- Provide effective customer services to internal and external customers through participation at all service points
- Provide clients with clear instruction on how to use library electronic resources and PC applications.
- Perform basic PC troubleshooting.
- The ability to make judgements and determine appropriate procedures to resolve transactions with the public
- Increase community awareness and understanding of the Library Services, resources and facilities.
- Actively share ideas, expertise and skills with other staff, work experience students and volunteers.

Contributes to and supports:
- Improved services through participating in regular audits and reviews of team activities and services, and implementing any audit/review recommendations.
- Implementation of team performance measures and reporting on those measures, and participating in any improvements based on those measures.

Safe Environment (for mandated notifiers only)
- Adhere to the Safe Environments Policy and any associated procedures.
- Notify the SA Department of Child Protection if, on reasonable grounds and in the course of your work, you suspect that a child has been or is being abused or neglected.
- Seek advice and support from your team leader/manager if a notification is required.

- Advise your manager if there is a change in your criminal history status, and provide a Working with Children Check every five years, unless more regular screening is required for legislative purposes.

Work health, safety and wellbeing

- Contribute to a culture where everyone places safety first.
- Identify and report health and safety risks, accidents, incidents, injuries and property damage at the workplace.
- Take reasonable care to protect their own health and safety, and the health and safety of others.
- Use any equipment that is provided to protect their health and safety.
- Follow reasonable instructions given on health & safety and injury management.
- Comply with health and safety and injury management policies and procedures and actively participate in associated training and programs.

Special conditions

- Rostered customer service hours supporting the operational requirements of the Library including out of hours work, evenings and weekends.
- Ability to perform physical tasks such as kneeling, bending, shelving above shoulder height and pushing of trolleys with a minimum push/pull force of 14.5kg
- National Police Clearance required

This position has tasks/exposures that have the potential to place the incumbent at greater risk of exposure to an infectious disease, or of transmitting infectious disease to others (children and vulnerable people). Please refer to the City of Tea Tree Gully's Workforce Immunisation Procedure or talk to your Corporate Leader for recommended vaccinations. Vaccines are provided free of charge from Council's Immunisation Team.

Relevant History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate Department of Human Services (DHS) Working with Children Check (previously known as Department of Communities and Social Inclusion (DCSI) Child Related Employment Screening).

Qualifications (or demonstrated equivalent experience) – (E) denotes essential qualifications

- Diploma in Librarianship, or equivalent relevant qualification, with relevant experience, is highly desirable

Skills/capabilities

- Experience in cataloguing and the application of Library Cataloguing standards (E)
- Experience in leading teams, including supervising, training and mentoring and managing (E)
- Ability to champion change and adapt quickly (E)

- Demonstrated ability to develop sound professional relationships and work with a variety of stakeholders (E)
- Demonstrated application of analytical and critical problem solving
- Experience in thinking and operating at a strategic level
- Demonstrated high level of personal integrity and ethics
- Willingness to be involved in provision of services to all ages
- The ability to plan, prioritise tasks and meet competing deadlines
- Initiative and ability to work with minimum supervision

Experience – (E) denotes essential experience

- Experience in a Library Service, Library Collections and/or Technical Services environment (E)
- Experience in providing excellent customer service. (E)
- Demonstrated ability to work as part of a team (E)
- Experience in using a variety of computer applications (E)
- Experience in leading a team (E)

Knowledge – (E) denotes essential knowledge

- Extensive knowledge of the workings of the Public Library industry including the role of the One Card Network and continuous improvement trends in Technical Services and Collection Development (such as Shelf-Ready, Floating Collections, Evidence-based Selection and Maintenance etc.) (E)
- Library Cataloguing Standards and Processes (eg *LMS Policy and Operations Guide – Section 5 – Cataloguing, Public Library Services Cataloguing Guidelines 2018, MARC21 format for Bibliographic Data, LCSH Library Congress Subject Headings* and *Dewey Decimal Classification*). (E)
- Computer literacy and understanding of common software packages and devices (Microsoft Office, social media, smart phones etc.) (E)
- Library automated systems (e.g. Symphony/Workflows software, BlueCloud Acquisitions etc. or equivalent systems) (E)
- Role of departments within council and/or service functions

Organisational core competencies

- **Digital literacy** – ability to use the essential technology, devices and systems required for the role, or ability and willingness to learn this.
- **Communication**– Verbal: expressing ideas effectively in individual and group situations (including nonverbal communication); adjusting language or terminology to the characteristics and needs of the audience.
  Written: expressing ideas clearly in documents that have written organisation, structure, grammar, language and terminology adjusted to the needs and characteristics of the audience.
- **Customer service** – ability to demonstrate a high level of customer care by providing professional, helpful, high quality service, before, during and after the customer's requirements are addressed.

- **Resilience** – the ability to bounce back when faced with challenging circumstances or when things don't go as planned.