

## POSITION DESCRIPTION

POSITION TITLE	Community Librarian
DIRECTORATE - SECTION	Community Engagement – Economic & Cultural Services
LEVEL - EBA	6 - Salaried
RESPONSIBLE TO	Coordinator Library Services

### OUR VISION

Connected Communities, Valuing Nature and Creating our Future Together.

### OUR SIMPLE GUIDING PRINCIPLES

Ensure everything we do will make Kalamunda socially, environmentally and economically sustainable.

### OUR VALUES

- SERVICE** Provide excellent customer service at all times, through effective listening and understanding, in order to go beyond the commonplace when we serve others.
- PROFESSIONALISM** Maintain professionalism by upholding the corporate image, speaking carefully and acting quickly to ensure others know we are reliable, respectful and competent.
- QUALITY** Uphold quality and show initiative through clear thinking, planning mindfully, acting decisively, measuring carefully and regularly reviewing the goals to be achieved.

## ORGANISATIONAL STRUCTURE & FUNCTIONS



## THE OVERALL OBJECTIVE OF THIS POSITION

Working in consultation with the Coordinator Library Services to effectively plan and provide a quality public library service working in accordance with council's standards to meet the needs of its residents.

## KEY RESULT AREAS

### LEADERSHIP

- Effective team management, ensuring team members are provided with high quality regular and constructive feedback and development opportunities.
- Support the team to create a safe working environment and proactively identifies and reports safety hazards and improvements.

### OPERATIONAL PLANNING AND DEVELOPMENT

- Facilitate the delivery of public library services in accordance with relevant acts, regulations and laws.
- Coordinate the development, promotion, evaluation and delivery of library services, events and programs which meet the needs of the community.
- Ensure monitoring and implementation of the library branch budget and provision of monthly expenditure updates, noting any variances.
- Responsible for the preparation of statistical and informational reports as required.
- Effectively contribute to the strategic and operational planning within the Library Services section.

### CUSTOMER SERVICE

- Respond promptly to internal and external enquiries regarding library resources, programs and activities.
- Liaise effectively with a diverse range of customers proactively seeking feedback to ensure needs and expectations are met.
- Proactively maintain and further foster excellence in customer service values and culture throughout the City, with a consistently positive image of the City being promoted to the community.
- Highly developed emotional intelligence and business acumen.
- Strong ethical behaviour.
- Enjoy working collaboratively with others to make things happen.

### WORKPLACE HEALTH AND SAFETY

- As an officer of a PCBU (Person Conducting a Business or Undertaking), you must exercise due diligence to ensure the City complies with its health and safety duties.
- Due diligence includes keeping up to date knowledge on WHS matters, understanding the nature and operations of the work and any associated hazards.
- Ensure the City has and uses appropriate resources and processes to eliminate or minimise risks including both physical and psychological.
- Ensure the City has appropriate processes for work-related incidents, hazards and risks and to respond in a timely manner.
- Complies with the duties and obligations in reporting notifiable incidents, consulting with workers and complying with lawful instructions.

## WORKPLACE COMPETENCY

Uphold the City's values of Service, Professionalism and Quality and demonstrate behaviours that reflect the organisations values, supports cross functional teams and meets customer and organisational needs.

## TRAINING/QUALIFICATION(S)

- Possession of tertiary qualification in Library and/or Information Management.
- Provision of a current Police clearance.
- Current Working with Children Check.

## SELECTION CRITERIA

1. Experience in effective team leadership.
2. Demonstrated knowledge of public library operations and trends.
3. Well-developed interpersonal written and verbal communication and public relation skills.
4. Competent in the management and monitoring of section budget.
5. Demonstrated ability to ensure high standards of customer services is delivered by all team members.
6. Proficient in the use of Library Management Systems and Microsoft Office.
7. Proven efficient time management skills.

## PHYSICAL REQUIREMENTS

The City welcomes people with a disability to apply for this position. Reasonable workplace accommodations and aids are available as required.

- Ability to use computers to read, analyse and produce written materials
- Hearing, vision and cognitive abilities required to engage with members of the public/stakeholders and other staff by phone, in person and in writing
- Able to sit for extended periods of time
- Cognitive and psychological abilities required to problem solve in a demanding administrative context (guidance for complex problem solving is available).

## DIVERSITY

The City of Kalamunda is committed to and values the advantages and benefits that equity, diversity, and inclusion (EDI) brings to all its staff. The City seeks to integrate the principles of EDI throughout the organisation, to enrich our perspective, improve performance, increase community value, and enhance the probability of achievement of our goals and objectives.

## DRIVERS LICENCE

1. Possession of a current 'C-A' (Automatic) or 'C' (Manual) class driver's licence allowing the holder to drive legally in Western Australia.

## AGILITY

This position description reflects the City's requirements at a point in time and is subject to change. The City may modify this position description at any time, provided the skills, qualifications, competence and training remains within a reasonable range of the original position.

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REVIEWED BY: Manager Economic & Cultural Services

DATE PD REVIEWED/APPROVED: 14 July 2023

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