


POSITION DESCRIPTION

	Position Title:	Information & Support Services Coordinator
	Location /Branch/ Department:	C&CS / Community, Library & Customer Services / Libraries
	Position Classification:	Band: 3 Level: 2 Grade: 2

POSITION PURPOSE / OBJECTIVE

This Leadership role is responsible for the delivery of quality collections and information resources that meet and support the needs of the Blue Mountains community. The position will ensure the community has equitable access to collections and information resources by expert management of appropriate systems and technologies, and will promote and support lifelong learning in the community.

RELATIONSHIPS

Reports to:	Program Leader, Libraries
Staff Responsibility:	4 EFT positions: Local Studies Librarian, Information and Support Services Librarian, Information and Support Services Officer and Information and Support Services Assistant.
Key Internal Relationships:	Library Coordinators, Manager Community Libraries & Customer Services, Library Staff, Business & Information Systems, Communications and Public Relations, Cultural Development, Community Services, Customer Service, Finance.
Key External Relationships:	Library members; Community organisations; Educational organisations; Suppliers and vendors; Volunteers.

The Blue Mountains Library Service operates from a network of libraries located throughout the local government area. There are 3 full-time library branches at Springwood, Katoomba and Blaxland and these are complemented by part-time branches at Lawson, Blackheath, and Wentworth Falls, plus a Book Express Service for commuters.

Over 50% of the population are members and the libraries hold a collection of around 130,000 items. The Service also runs an active program of activities aimed at encouraging lifelong learning. The libraries are operated by librarians, library technicians and library assistants with expert skills in customer service, research work, cataloguing and other specialist skills.

SPECIFIC RESPONSIBILITIES

Responsibilities of the position include:

Leadership and strategic planning

- As a senior and key role in the library leadership team, contribute to the library strategic plans.
- Provide direction for the library digital strategy, and ensure goals are delivered on time and within budget.
- Ensure relevant technology programs are delivered to the community. Coordinate the implementation and evaluation of these programs.
- Encourage lifelong learning in the community by providing access to and promoting relevant educational resources.
- Provide mentoring, coaching and support across the library team; Motivate staff and encourage professional development.
- Initiate solutions to improve team morale and communication across teams
- Develop partnerships with other educational organisations.

Collection management

- Provide high quality collections that anticipate and support the needs of the community.
- Provide leadership to the collection development and acquisitions team.
- Manage and evaluate the acquisitions budget responsibly and transparently. Review budget allocations and make changes, based on usage analysis.
- Optimise return on investment, control expenditure and provide budgetary reports.

Information Services

- Continually improve the library online presence via the library website, catalogue, and social media platforms. Increase community awareness of available resources.
- Ensure relevant information resources, online and in print, including community information, are made available to the community, staff and Council.
- Develop and promote the local history collection and improve methods of search and discovery.

Technology and technical expertise

- Ensure appropriate contemporary technologies and communications equipment are provided to the library community and staff. Project manage the implementation of new technologies.
- Ensure library management systems operates to a high standard of service delivery and compliance.
- Provide technical expertise: Library management systems, online resources, database management, licensing and authentication setup, social media and communications.
- Enhance the electronic delivery of library services.
- Negotiate and manage contracts with technology and online resource suppliers.

WORKPLACE HEALTH & SAFETY

The position holder will ensure compliance with WHS obligations and responsibilities as outlined in Council's policies and procedures and under the relevant WHS legislation. These include but are not limited to identifying potentially unsafe situations or work practices and notifying their Supervisor or Manager (or the Health, Safety Manager/Area Safety Representative); never performing a task that they believe is dangerous or for which they do not have the experience, or have not received appropriate instructions and training or where the correct equipment to carry out the task safely is not available; always work in a safe manner and in accordance with safety instructions, where applicable; use the work equipment supplied for the job, in accordance with the manufacturer's instructions), and any personal

protective equipment, which the Council deems necessary and has provided; be safety aware and report any actions to their line manager which will assist the Council to meet its legal workplace health and safety obligations.

They have the right to cease or direct cessation of unsafe work. In addition they are required at all times to comply with Councils Asbestos Management Plan and Policy.

COMMUNICATION

- The position holder will be required to communicate with members of the community of all ages and backgrounds, Council staff at varying levels, as well as suppliers and vendors, and deliver training - one to one and in groups.
 - They will promote open lines of communication between staff with regular meetings and updates.
 - They will be required to write analytical reports and submissions for special grant funding.
 - The role will require persons to represent and articulate Council's position in negotiations and discussions with external parties and organisations.
-

JUDGEMENT & PROBLEM SOLVING

- The position holder will recognise problems/issues as they arise and resolve them in the most appropriate manner.
 - They will make recommendations and provide solutions/options to problems based on research, consultation, analysis and creative thought.
 - Ongoing short and long term planning is required in this position to ensure resources selected meets the needs of the community in a sustainable manner
 - The position holder will be required to research, evaluate and analyse technical information and trends in order to identify opportunities for the library
-

AUTHORITY

- The position holder will be required to make autonomous decisions that will affect the work and activities of others in the department.
 - Decisions made will impact on the Blue Mountains community/community groups.
 - Decisions will be informed by the Library Act, current national and state library guidelines and standards, and Council policies and guidelines
 - The position holder will be required to manage, evaluate and review the acquisition budget, balance expenditure on major projects, and negotiate and manage contracts with suppliers
 - The position holder will manage complex major projects requiring specific technical expertise
-

SKILL, EXPERIENCE, QUALIFICATIONS & BEHAVIOURAL COMPETENCIES

ESSENTIAL

1. Tertiary qualifications in library studies or associated discipline, recognised by the Australian Library and Information Association (ALIA).
2. At least 5 years' experience in a library management role with project management experience.
3. Demonstrated practical experience and skills with library technology and systems, including an awareness of emerging technologies and trends.
4. Demonstrated experience managing budgets.
5. Demonstrated ability to lead and mentor a team of professional staff.
6. Demonstrated experience in collection management.
7. Demonstrated analytical and problem solving skills.
8. Excellent written and verbal communication skills and interpersonal skills, including effective consultation with stakeholders.
9. Experience delivering innovative services to the community and evaluating outcomes.

DESIRABLE

1. Public Library experience.
2. Knowledge of the Blue Mountains community, the functions of local government and the role of the public library.
3. Possess a Class C driver's licence.

The position holder may be required to work at any Branch of the Blue Mountains Library Service.

BMCC POSITIONAL PHYSICAL DEMANDS ANALYSIS

*NOTE: to be completed with the Recruitment Requisition form by the requesting Manager/ Supervisor.
Please contact the WH&S Officer if assistance is required in completing this form.*

Position:	Information & Support Services Coordinator		
Responsible Manager/Supervisor:	Program Leader, Libraries		
Signature:		Date:	

Complete the physical requirements and working condition sections of the table below based on an employee's average daily exposure to the tasks listed. Ratings as follows:	Exposure Level		Rating
	No Exposure		0
	Low Exposure (0 – 2hrs daily)		1
	Medium Exposure (2 – 4hrs daily)		2
	High Exposure (4 – 8hrs daily)		3

PHYSICAL REQUIREMENTS									
Heavy Manual Tasks	0	Pushing loads > 5kgs	0	Frequent bending/stooping	1	Sitting for extended periods	3		
Light Manual Tasks	1	Pulling loads >5kgs	0	Repetitive Lifting	1	Standing for extended periods	1		
Trunk Twisting	0	Extend arms for reaching	1	Elevating arms above shoulder height	1	Kneeling for extended periods	0		
Climbing to access/exit excavations	0	Throwing	0	Walking on uneven ground	0	Walking for extended periods	0		
Balancing	1	Crawling	0	Hearing above background noise	0	Depth Perception	1		
Colour Vision	0	Fine Manipulation	1	Shovelling/Digging	0				
WORKING CONDITIONS									
PHYSICAL									
Inside Work	3	Outside Work	0	High Temperatures > 38deg	0	Low Temperatures < 3 deg	0		
Operating Machinery	0	Working Near Machinery	0	Working at Heights	0	Noisy Work Areas	0		
Vibration	0	Confined Spaces	0	Prolonged Driving (periods > 2hours)	0	Working Alone	0		
Overhead Work	0	Use of computer for screen-based activities.	3	Prolonged Sitting (periods > 1hour)	3	Prolonged Standing (periods > 1 hour)	1		
CHEMICALS				BIOLOGICAL					
Dusts	0	Liquids	0	Pesticide Spraying	0	Herbicide Spraying	0		
Working with Solvents	0	Mists / Fumes	0	Possible exposure to Hepatitis A, B, C	1	Possible exposure to Tetanus	1		
Gases/ Vapours	0	Odours	0						
				BIOMECHANICAL					
				Repetitiveness	2	Fatigue	1		
ASBESTOS									
Asbestos Awareness	✓	None of the below							
Class B Asbestos Removal	0	Asbestos Removal and Supervision	0	Asbestos Assessor	0				
USE OF PERSONAL PROTECTIVE EQUIPMENT									
Safety Boots/Shoes	0	Dust Mask/Respirator	0	Protective Eyewear	0	Ear plugs/Muffs	0	Hard Hat	0
Provide a brief description of the job requirements:									
Mostly computer based with library work.									