

Position Description

Position Identification

Title:	Library Coordinator		
Position Number:	30110	Classification Level:	7
Division:	Community Wellbeing		
Business Unit:	Community and Libraries		
Date effective:	September 2025		

Position Summary Statement

Role Context (Why)

This position sits within the library leadership team and supports the Learning Communities Managers, by managing the day-to-day operations of the library ensuring it remains a welcome place for visitors. Further this position is responsible for staff development, effective roll-out of new and/or streamlined processes, staffing rosters and working with other staff within the hubs to provide innovative services to our communities.

Key responsibilities (What):

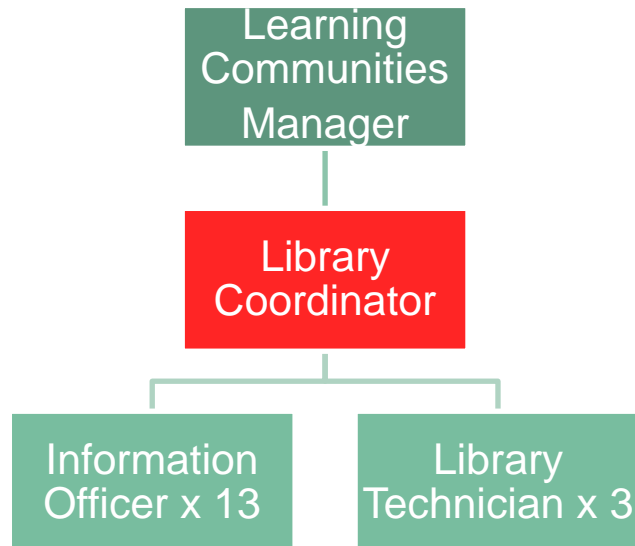
In conjunction with additional portfolio duties and responsibilities, the position may also be responsible for the following:

- Responsible for assisting in the management of a Place Hub facility.
- Assist with projects across the library system, specified budgets, assets, resources and staffing for the library in line with the City's strategic direction.
- Work with the other library coordinators, specialists, and managers to ensure that the six City of Swan Libraries remain innovative and leading edge and thrive in a world of fierce competition and constant change.
- Collaborate and work with internal and external stakeholders to meet the needs of the library users and community

Position Description

Business Unit Organisation Chart

Reports to:	Learning Communities Manager
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Headcount and Budget

a) Number of Budgeted FTE Positions directly supervised	7.06
b) Number of Budgeted FTE Positions indirectly supervised	0
c) Total Number Budgeted FTE positions directly and indirectly supervised (Note: $a + b = c$)	7.06
Operational Budget including Salaries and Wages	N/A

FTE = full-time equivalent

Position Description

Organisational Values

Live and work the **organisational values** of the City and ensure that the Business Unit exemplifies the Values.

All employees are expected to work within City of Swan Values and display the following behaviours:

Respect: We will work co-operatively with our City colleagues, community and stakeholders. We will respect the individual, with an understanding of our diverse roles, whilst working and living in One City.

Excellence: We commit to providing excellent customer services with a “can do” approach. It is our “can do” attitude that is built into our actions and behaviours, and allows us to be responsive to our changing environment.

Accountability - We will take responsibility for our actions and behaviour. We will be ethical and act with integrity. Our professional behaviour will be reflected in our open and transparent decision making. We will provide good governance that addresses legislative and organisational compliance.

Leadership: We will lead by example, with professional pride in our City. We will set direction, provide guidance and help people to be the best they can be.

WHS Responsibility and Accountability

Leadership is acknowledged as a key component of a positive safety culture. Although the role of managers and leaders is to drive safety, everyone in the organisation has a responsibility for safety.

Specific Responsibilities are assigned to each role within the organisation in the City's Work Health and Safety Management System (WHSMS) under the heading 'Responsibility and Accountability'.

Roles in the WHSMS are listed as follows:

CEO, Executive Directors, Business Unit Managers, Coordinators and Supervisors, HR Manager, WHS Coordinator and WHS Business Partners, Elected Health and Safety Representatives, Health and Safety Committee and Workers (including contractors and volunteers).

More than one of these may be applicable to you at any time. For example, the Responsibilities of workers apply to all in addition to any higher level position. A worker may also be an Elected Health and Safety Representative etc.

Please refer to the Responsibilities (sect.6.1.2.2) and Objectives & Targets (sect. 6.2.2) appropriate to your role by accessing the WHSMS [here](#) (as kept on the City's intranet) or request a copy from your Line Manager and/or Work Health and Safety Representative.

Authority and Accountability

These are critical success factors for the role.

- Responsible for managing the day-to-day operations of the Public Library facilities, under the guidance of the Learning Communities Manager including the development of information officers, services and resources that optimise customer and visitor experiences at the City of Swan.
- Contribute to the development and delivery of a diverse ranges of innovative, contemporary, community focused library services and customer experiences at Place
- Assist to manage the Place Hub facility as an anchor tenant and proactively work with all relevant stakeholders to meet the facility needs of all users.
- Assist in the development and promotion of partnerships and collaborations with internal and external stakeholders to optimise the market potential, reach and delivery of services.
- Provide input relating to the Community and Library Services annual budget to ensure a sustainable service.
- Monitor specified operating expenditure and report on relevant performance against budget, in accordance with established guidelines and practices.
- Working with Learning Communities Manager, the position is responsible for mentoring, developing and coaching staff to ensure that all have the time and materials to develop the skills required to work competently within their portfolios.
- Assist in the review; implementation and monitoring of existing library procedures to ensure all processes and guidelines are relevant, streamlined and available to all staff online.
- Exercise substantial degree of autonomy within the scope and responsibility of the position
- Supervise work experience and practicum students and volunteers, and organise training programmes and rosters to ensure that they comply with relevant legislation and work within the City's and Library Service's policies and procedures.

Knowledge & Skills

Specialist Knowledge and Skills

- Ability to lead a team during times of ambiguity
- Ability to implement and promote library services.
- Sound knowledge and experience in public library functions.
- Well-developed professional library and information retrieval skills.
- Highly developed customer service skills and an ability to create a customer focussed culture.
- Knowledge of current practices and future developments in public libraries in an environment of rapid technological and economic change.
- Knowledge of the role and functions of local government.
- Knowledge of Public Library Services in Western Australia including the partnership with State Government.
- Knowledge of relevant legislation such as The Local Government Act, Library Board Act, Framework Agreement and other relevant acts and other relevant legislation.
- Demonstrated knowledge and understanding of software applications related to library and management practices.

Judgement and Problem Solving Skills

- Ability to identify, analyse and solve most problems within established rules and procedures.
- Use an analytical and proactive approach to problem solving and decision making on operational matters and apply judgement.
- Ability to exercise initiative, independent judgement and innovation.
- Ability to use sound leadership and team building skills to facilitate effective problem solving.
- Ability to access ways to continuously improve processes to achieve strategic outcomes.
- Ability to monitor and evaluate solutions and adapt when applicable.

Interpersonal Skills

- Ability to engage with staff and members of the community to drive outcomes for libraries and Place Hub.
- Well-developed interpersonal and communication skills.
- Ability to work as a team leader, and the capacity to embrace and lead change within a supportive environment.
- Ability to work effectively in a team to achieve organisational goals.
- The ability to build and maintain effective liaison and/or partnerships with internal and external customers to support the delivery of library services within the Place.
- Excellent customer service skills and a strong focus on customer needs and service quality.
- Ability to use effective interpersonal skills, negotiation skills and conflict resolution techniques.

Management Skills

- Highly developed customer service skills and an ability to create a customer focused culture.
- Train and develop staff to continually improve the delivery of library services.
- Well-developed supervisory skills in order to ensure effective service delivery.
- Well-developed time management skills.
- A sound understanding of performance management principles.
- Ability to manage specified library budgets including planning, monitoring and reporting to Learning Communities Manager, Frontline Service Delivery.
- Ability to work within the Business Excellence Framework.

Position Description

Qualifications and Experience

These are the minimum requirements (mandatory, essential and desirable) to perform the job effectively.

Mandatory position qualifications and accreditation requirements	Mandatory	Comments
Current 'C' class driver's license	✓	
A willingness to undergo assessment under the Working with Children (Criminal Record Checking) Act 2004	✓	
National Criminal History Record Check	✓	

Qualifications	Essential	Desirable	Comments
Tertiary degree in a relevant discipline	✓		
Eligibility for professional membership of the Australian Library and Information Association of Australia		✓	

Outline the years of experience typically indicative of the requisite level of competency/applied expertise.
Note: This is often desirable, not essential.

Years of experience	Essential	Desirable	Comments
1-2 years	✓		

Experience and knowledge	Essential	Desirable	Comments
Demonstrated ability to lead and manage a team, preferably in an automated public library environment;	✓		
Well-developed supervisory skills in order to ensure effective service delivery;	✓		
Highly developed customer service skills and an ability to create a customer focused environment;	✓		
Demonstrated ability to plan, develop and evaluate special programmes;	✓		
Well-developed interpersonal and communication skills	✓		

Position Description

Verification

The content of this Position Description is an accurate statement of the duties, responsibilities and other requirements of the job. Position Descriptions will generally be reviewed and updated where necessary and / or within a period of 12 months. Incumbent employees must be consulted on any proposed changes to the content of Position Descriptions.

Employee

(N/A if position is vacant)

Signature