CITY OF CANNING

Position Description

Position Title	Library Technician
Position Number	6073
Directorate	Customer and Community
Sub-Program	Community Learning
Industrial Instrument	City of Canning All of Staff Enterprise Agreement 2021
Classification/Banding	Salaried Officers, Level 2A – 2D
Reports to	Team Leader Library
Primary Location	Bentley, Riverton, Cannington or Willetton Library *Or any other location as required by the City*

Vision and Values

Vision

At the City of Canning our vision is to be a **Welcoming and Thriving City**.

Values

The City of Canning's core values are:

Respect

- We treat others with respect.
- We are honest and respectfully authentic always.
- We trust and are trustworthy.

Working together

- We thrive on collaboration and connection to create value for the community.
- Together we go the extra mile and we appreciate everyone's effort.
- We freely share our knowledge, our successes and the lessons we learn from mistakes.
- We learn from the past and focus on the future.

Inclusive

- We ensure everyone is welcome and their contribution is appreciated.
- We genuinely care and appreciate the efforts of all.
- We embrace our differences.

Position Overview

Deliver outstanding customer service to the Canning Community, including through the support of professional library services.

Effective delivery of innovative library services and programs.

Support the provision of library services through collection development, cataloguing services and maintenance of the Library Management System and supporting systems.

Build effective relationships, positively contributing to the achievement of the outcomes of the Learning City Strategy.

Position Objectives

Direct Delivery:

- Contribute to the management of the libraries collections, physical and digital, including discretionary acquisition, arrangement and description of collection materials across all formats, development and maintenance of procedures and collection profiles, review, evaluation and weeding of collections.
- Actively support the marketing, promotion and communication of Learning Communities programs, services and events and provide support to staff engaged in the planning and delivery of programs.
- Demonstrate, promote and showcase digital literacy resources.
- Support the development and delivery of lifelong learning programmes to meet the objectives of the Learning City Strategy.
- Provide assistance and support of lifelong learning programs, within OH&S policies and procedures.

Operation:

- Ensure timely and accurate community access to resources through original cataloguing, monitoring of supplier services and supervision of copy cataloguing.
- Contribute to library statistical collection, analysis and reporting.
- Provide technical support for the Library Management System (LMS) and all other library computer systems and equipment in libraries.
- Contribute to system development, problem resolution and product maximisation.

Administration:

- Manage payment of invoices from suppliers and service providers in accordance with the city's procurement policy.
- Contribute to the development of planning processes as required.
- Develop and maintain work procedures and guidelines.

Communication:

- Provide excellent customer service to the Canning community through dynamic, intuitive customer service that responds to the changing needs of the customer.
- Provide customer service with an adaptable approach, incorporating the ability to problem solve and trouble-shoot effectively.
- Provide support on complex referencing or technical queries.
- Support delivery of a diverse range of innovative contemporary, community focussed library services through specialised customer service provision, program delivery, staff and customer training.
- Provide leadership and technical support to Learning Hub Officers within the library service.
- Build and maintain genuine relationships with customers, stakeholders and partners.
- Proactively support organisational culture and encourage staff to communicate across the organisation to gain greater insight into organisation operational requirements to enhance skills.
- Effectively communicate and share knowledge with team members, colleagues and customers.

Other:

- Other duties as required.

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Corporate Responsibilities

Budget:	Council adopted budget
Delegations:	• Authorised to approve budget expenditure as per the Delegation Register • Authorised to sign documentation within established Policy • Authorised to sign correspondence in accordance with established Procedure
Code of Conduct:	All employees are responsible for adhering to City's Code of Conduct and the policies and procedures and CEO Instructions that support it.
Workplace Health and Safety:	The City of Canning is committed to ensuring the health and safety of all who contact our works. All employees have responsibilities and accountabilities which are identified as part of the terms and conditions of your employment.
Equal Opportunity:	The City of Canning is committed to equal employment opportunity, inclusion and diversity in the workplace where the rights of individuals are upheld and everyone is treated with respect, fairness, equality and dignity and, where the workplace is free from all forms of unlawful discrimination, harassment and bullying.

Selection Criteria

The following selection criteria are identified as being required to achieve the outcomes in the context of this position. Applicants will need to provide evidence of their capability to transfer their knowledge and skills to achieving the outcomes of this position.

Essential:

- A tertiary qualification in library technology recognised by ALIA.
- 3-5 years' experience in a similar role delivering excellence in customer service.
- Applied knowledge of collection management practices and cataloguing.
- Advanced digital literacy skills in general and library specific technologies.
- Knowledge of and experience in program and training delivery.
- Ability to provide strong team direction, supervision and leadership.
- Ability to set work priorities, manage time, plan and organise own work.
- Ability to work across a 7 day per week roster, including evenings and weekends.
- Current Working with Children Check.
- Current WA driver's licence.
- Current Satisfactory National Police Clearance.

Desirable:

- Effective understanding of the public library and community places and their service provision.