

# Position Description

## Branch Services Librarian (10285)

### About Council

**Noosa Council employs 500+ people and plays a pivotal role in delivering a sustainable future for the shire.**

Based on Kabi Kabi Country, the shire is home to over 56,000 residents across an area of 870km<sup>2</sup>. Council's 2023-2028 Corporate Plan is based around five strategic pillars – Environment, Liveability, Prosperity, Future and Excellence. Each pillar is supported by clear objectives, performance indicators and outcomes to provide our community and our organisation with clarity about what is considered important over the next five years.

The focus is on protecting the amenity of Noosa, enhancing our lifestyles and preserving our rich natural environment.

#### Our Mission

**We are Noosa - Different by nature.**

#### Our Purpose

**Working with and for our community to continue to make Noosa a great place to live, work and visit.**

#### Branch Purpose

**To provide best practice Arts and Cultural Facilities and Services to the Noosa Community and drive strategic planning and implementation to ensure Noosa's creative sectors are well placed into the future.**


#### Position Purpose

**Lead, manage and coordinate the Cooroy Branch Library and Mobile Library team in the provision of high-quality contemporary library services and resources to the Noosa community.**

### Our Values

**We are a value led and based organisation. Under the acronym, SPARC, our values are reflected in everything we do - our decision making, our actions, how we serve our community and how we work with each other.**

**Our values are:**


**SUPPORTIVE**

We care for each other and consider the 'we' before 'me'. We collaborate, listen and encourage one another to achieve our goals.



**PASSIONATE**

We are proud of what we do. We are inspired to learn, change and grow and bring our very best to work every day.




**AUTHENTIC**

We walk the talk. We are honest, genuine and are not afraid to think differently.



**RESPECTFUL**

We are united and back each other. We listen to each other to understand different perspectives and embrace diversity.



**COMMITTED**

We aim high and go the extra mile. We focus on solutions and are responsible for our actions.

## POSITION DETAILS

<b>Position Title</b>	Branch Services Librarian
<b>Position Number</b>	10285
<b>Department</b>	Community Services
<b>Branch</b>	Arts & Culture
<b>Reports To</b>	The role accounts and reports to the Customer Experience Lead – Libraries (10325)
<b>Direct Reports</b>	This role has up to 5 direct reports depending on operational requirements
<b>Budget/Expenditure</b>	Budget and expenditure will be in line with approved delegations for this position
<b>Position Classification</b>	Queensland Local Government Industry (Stream A) Award – State 2017 [Division 2, Section 1]
<b>Position Remuneration</b>	Noosa Council Certified Agreement 2021 (LGOA Level 5)
<b>Date Reviewed</b>	7 August 2025

## KEY RESPONSIBILITIES

- Provide leadership to the Noosa Libraries' Cooroy Branch and Mobile Library Services team with a focus on creating and maintaining a positive, productive and creative work culture.
- Coordinate the effective operations of a library branch and a mobile library, including managing the physical, human and financial resources and delivering high-quality services and facilities.
- Collaborate with the Customer Experience Lead – Libraries, to develop, implement and review branch and mobile library services, programs, policies, and procedures.
- Oversee the recruitment, training, motivation, and development of staff to enhance teamwork and continue the delivery of high-quality services, programs, and activities to the community.
- Contribute to the development of the libraries' operational and project budgets, including sourcing of subsidies and sponsorship.
- Coordinate the development and delivery of a broad range of customer experience initiatives which meet the needs of communities and reflect contemporary library trends.
- Resolve escalated issues such as customer complaints, human resources and supplier issues in a professional and timely manner.
- Instigate repairs and emergent works to ensure library assets remain safe and fit-for-purpose.
- Actively participate in Council's Disaster Management activities including supporting the operational logistics of using the Library branches as Places of Refuge and Evacuation Centres as required.
- Provide input into the development and implementation of the Library Service's strategic and operational plans.
- Such other relevant duties as required from time to time which would generally fall within the scope of this position.

## KEY RELATIONSHIPS

Who	Why
<b>Internal</b>	
Reporting Line Manager	<ul style="list-style-type: none"> <li>Receive and clarify guidance and instructions and report on progress against work plans.</li> <li>Escalate and discuss issues.</li> </ul>
Work Team	<ul style="list-style-type: none"> <li>Participate in meetings, share information and provide input on issues.</li> <li>Support team members and work collaboratively to contribute to achieving team outcomes.</li> <li>Develop and maintain effective working relationships and open channels of communication.</li> </ul>
Direct Reports	<ul style="list-style-type: none"> <li>Support, guide and manage performance.</li> </ul>
Internal Stakeholders	<ul style="list-style-type: none"> <li>Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues.</li> </ul>
<b>External</b>	
External Stakeholders	<ul style="list-style-type: none"> <li>Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues.</li> </ul>
Vendors/Suppliers/Consultants	<ul style="list-style-type: none"> <li>Engage and communicate with suppliers to facilitate on-time delivery of projects, products and services.</li> </ul>

## POSITION REQUIREMENTS

### Essential Skills, Knowledge and Experience

- Successful track record at a senior level in public library services or a similar customer service environment, with proven examples of embracing contemporary library trends.
- Highly developed leadership skills with proven ability to create a high-performance environment and motivate team members to achieve outstanding results.
- High degree of digital-literacy skills, particularly in the areas of public-use library technologies and new and emerging technologies.
- Ability to manage multiple projects simultaneously to achieve goals and meet deadlines, harnessing the skills of a high performing team.
- Well-developed communication skills with proven ability in consultation, negotiation and conflict resolution to influence change and maintain relationships within the organisation.
- Demonstrated ability to undertake relevant managerial aspects including policy and planning, project management, asset management, report writing and human resource management.

## Qualifications, Training and Licences

Essential:

- Recognised tertiary qualifications in a relevant discipline such as library and information studies, business, community services or other related discipline.
- Driver's Licence - "C" Class.

Desirable:

- Eligibility for professional membership of the Australian Library and Information Association.

## Pre-Employment Checks

Appointment to this position is subject to the following pre-employment checks:

- Pre-employment health questionnaire
- Identity check
- Right to work in Australia check
- Qualifications check

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**Note** Copies of the above listed qualifications/licences/certificates/professional registrations/pre-employment checks will be required as evidence on appointment.

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## CORPORATE REQUIREMENTS

- Compliance and adherence to Council policies, guidelines, and procedures, including the Employee Code of Conduct, Governance Framework and Workplace Health & Safety policies.
- Workplace Health & Safety – Ensure all work is carried out in accordance with the obligations in the Workplace Health & Safety Act 2011, Regulations, and Council's WHS Management System Plan to ensure a safe working environment for yourself and others.
- Commitment to the agreed Noosa Shire Council values and behaviours.
- Participation in MyPlans, Performance Reviews and Corporate Planning.
- Availability to work across Council work locations.