

## POSITION DESCRIPTION

<b>Position Title:</b>	Regional Library Services and Coordinator	<b>Position Code:</b>	4-LSCC
<b>Division:</b>	Community Culture and Places	<b>Grade:</b>	H
<b>Location:</b>	Dubbo	<b>Hours/Week:</b>	35
<b>Reports to:</b>	Manager Macquarie Regional Library		
<b>No. Direct Reports:</b>	2	<b>No. Indirect Reports</b>	Nil

### Primary Purpose of Position

This position is responsible for planning and developing regional customer and information services, programs, projects and training. The position coordinates the development, implementation and evaluation of customer service policies, strategies, programs and projects. The position coordinates the library's social media, website, marketing, and promotion plans.

### Key Accountabilities / Duties

Key Result Area	Primary Activities/Measures
Regional Library Services & Customer Experience	<ul style="list-style-type: none"> <li>Deliver excellence in regional library services and customer experience by developing, implementing and regularly reviewing strategies, policies and processes.</li> <li>Provide leadership in developing and delivering high-quality regional services, programs and customer experiences that increase reading, knowledge and digital literacy outcomes.</li> <li>Coordinate the planning and development of a schedule of library-based programs that improve social, cultural and learning outcomes.</li> <li>Develop, implement and regularly review the customer service strategy and ensure library service points are welcoming, purposeful and of a high presentation standard.</li> <li>Coordinate the development, delivery and evaluation of community and customer surveys and report on recommendations for change as appropriate to identified community and customer needs.</li> </ul>
Planning	<ul style="list-style-type: none"> <li>Ensure a well-developed understanding of community needs by evaluating service delivery feedback.</li> <li>Provide input into preparing the MRL Strategic Plan, Delivery Program, Operational Plan, Budget and Fees &amp; Charges.</li> <li>Support the implementation of the MRL Strategic Plan, Delivery and Operational Plan across the MRL region.</li> <li>Model, promote and support leadership, strategic thinking, problem-solving and decision-making in delivering innovative customer service through coaching and developing staff.</li> <li>Investigate and report on changing trends in library services and technologies and how they can be incorporated into the library's service delivery.</li> </ul>

Key Accountabilities / Duties	
	<ul style="list-style-type: none"> <li>• Coordinate the preparation of scheduled reports, including the library's annual reports.</li> <li>• Identify grants and other income opportunities and produce funding applications.</li> <li>• Ensure the section's objectives are achieved within budget and funds are fully expended each financial year.</li> <li>• Develop and source customer service and information services training for the MRL region in accordance with the library's training plan.</li> <li>• Develop and implement an annual regional staff training program to ensure high-quality service delivery to customers.</li> <li>• Coordinate outsourced training/workshops for staff.</li> </ul>
Marketing and Promotion	<ul style="list-style-type: none"> <li>• Develop, maintain and review the library's marketing strategy.</li> <li>• Develop and deliver an annual Marketing and Promotion Plan.</li> <li>• Review and report bi-annually on the Marketing and Promotion Plan.</li> <li>• Manage the graphic design service and corporate brand.</li> <li>• Coordinate the delivery of customer-focused website content and design.</li> <li>• Analyse and monitor the website's performance, including usage statistics and customer surveys.</li> </ul>
Library Collections Support	<ul style="list-style-type: none"> <li>• Provide input into the Collection Management Policy and guidelines.</li> <li>• Support collections management, including selecting, withdrawing, and transferring collections and policy guidance.</li> <li>• Support vendor liaison to ensure that materials are provided at competitive prices promptly.</li> <li>• Provide customer survey results and feedback on the library collections and performance, including circulation statistics, to other internal stakeholders periodically.</li> </ul>
Library Management (Circulation) System.	<ul style="list-style-type: none"> <li>• Ensure the circulation system parameters meet the needs of customers and clients.</li> <li>• Provide input into policies and procedures in relation to the library circulation system.</li> <li>• Review the loan policy and make recommendations for change where appropriate.</li> </ul>
Document Delivery Service	<ul style="list-style-type: none"> <li>• Ensure the use of the Libraries Australian National Bibliographic database and other databases as appropriate per the ILRS code to source client resources.</li> <li>• Ensure service delivery follows the Australian Interlibrary Resource Sharing (ILRS) code.</li> </ul>
Leadership	<ul style="list-style-type: none"> <li>• Coordinate effective regional library customer service programs, projects, policies and processes in delivering regional library service provision.</li> <li>• Lead a collaborative and mutually supportive relationship with regional stakeholders.</li> <li>• Provide staff coaching, training and support to enhance MRL's capacity and capability and improve effectiveness and efficiency in regional customer service delivery.</li> <li>• Provide regular feedback to section staff and conduct appraisals in accordance with Dubbo Regional Council's policies and procedures.</li> </ul>

### Key Accountabilities / Duties

- Promote and model a regional library focus and a continuous improvement approach.
- Lead a small team in coordinating regional library services under the guidance of the library manager.

### Inherent Requirements of the Position

- Class C Drivers Licence.
- A large majority of this role is office based, using computerised systems, thus an inherent requirement of this position is the ability to complete sustained periods of work sitting at a desk utilising computerised and other office based equipment.
- This position is required to wear a MRL identification badge when working in an MRL Branch/Service Point and at public events.
- This position is based in the MRL Regional Office (Dubbo) and is required to travel to other locations in the MRL region on a scheduled basis.
- Act as Manager Macquarie Regional Library as required.

### Selection Criteria

#### Essential

1. Degree or Graduate Diploma in Library and Information Science with eligibility for professional membership of the Australian Library and Information Association (ALIA) and/or degree-level qualification in a related area with extensive relevant experience.
2. Extensive experience in developing and delivering high-quality library and information services, preferably in a public library environment.
3. Extensive experience in reviewing and evaluating library services and programs.
4. Demonstrated experience in library marketing and social media strategies.
5. Demonstrated interpersonal, communication, and negotiating skills to work collaboratively across a regional library service.
6. Excellent report writing, written and verbal communication skills.

#### Desirable

7. Demonstrated understanding of current and emerging issues, trends and technologies.

### Organisation Wide Accountabilities

Corporate Values	<p>All employees have a responsibility to uphold the values of the Administering Council, Dubbo Regional Council (DRC), which also apply to the Macquarie Regional Library Service (MRL) being:</p> <ul style="list-style-type: none"> <li>• Customer focused: We are passionate about serving our community and creating a great place to live</li> <li>• Integrity:</li> </ul>
------------------	--

### Organisation Wide Accountabilities

	<p>We act with integrity and professionalism and we are accountable to deliver the results we promise</p> <ul style="list-style-type: none"> <li>One team: We work as one team and partner with others to deliver more than we can achieve alone</li> </ul>
Work Health and Safety	<p>All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include:</p> <ul style="list-style-type: none"> <li>Complying with Council's WHS policies and procedures</li> <li>Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others</li> <li>Reporting any potential hazards, incidents or injuries to their Supervisor or People, Culture and Safety within 48 hours</li> <li>Participating in any WHS consultation arrangements</li> <li>Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace</li> <li>Correctly using all personal protective equipment</li> <li>Complying with emergency and evacuation procedures and site rules if applicable</li> <li>The Chief Executive Officer, Directors (Officers), Managers and On-Site Supervisors have additional responsibilities as defined in the Dubbo Regional Council Work Health and Safety and Consultation Policy</li> </ul>
Sustainability	<p>Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices.</p>
Code of Conduct and Equal Employment Opportunity	<p>Staff will, at all times, adhere to:</p> <ul style="list-style-type: none"> <li>Council's adopted Code of Conduct.</li> <li>Council's Anti-Discrimination, Harassment and Equal Employment Opportunity Policy to foster a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour.</li> </ul>

### Acceptance:

I, \_\_\_\_\_ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Dubbo Regional Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date: