
Position Description

High Country Library Hub Coordinator

Position overview

The High Country Library Network (HCLN) Hub provides library collection, procurement, cataloguing and IT technical support services to our four member Councils and their respective Library branches. The Member Councils being Alpine, Benalla, Mansfield, and Wangaratta. This shared service is essential in supporting the smooth operation of each Council's library service. The HCLN Hub is in Myrtleford and employment is managed through the Alpine Shire Council.

To be successful in this position, you need to be passionate about providing support services to libraries, detail orientated with strong financial and supplier management skills, and excellent communication skills.

Classification and relationships

Classification:	Band 7 Alpine Shire Council Enterprise Agreement
Reports to:	Manager Corporate
Supervises:	Library Officer (Operations), Library Officer (Processing)

Key duties and responsibilities

As the High Country Library Hub Coordinator you will provide a supervisory role to the HCLN Hub team and liaise with and provide support to library branches within HCLN. This role provides technical library skills and undertakes cataloguing and ordering of books and materials for the Network.

This is an important role to ensure the effective and efficient operation of the hub and maintain service delivery across the Network. Your responsibilities will be to:

Accountability and extent of authority

- Accountable for the competent, accurate, effective and efficient operation of the Hub relating to:
 - Develop and implement procedures for managing the regional collection and present to the Library Management Group for approval
 - Ordering and acquisition of books and materials ensuring quality assurance by suppliers
 - Cataloguing of books and materials within agreed timeframes
 - Develop, implement and monitor usage of online resources to ensure they are relevant and provide training where necessary
 - Updating the HCLN Online Library Catalogue website utilising both a Content Management platform and some HTML

- Provide branches with resource statistics and data to enable efficient weeding and other collection management processes
- Ensure network branches are dealt with efficiently, courteously and in accordance with the Shared Service Agreement
- Provide a prompt and professional service for the Hub and member libraries
- Ensure a neat and tidy environment is presented at all times
- Develop and implement process improvement and policy development.
- Prepare and circulate agendas and minutes for the Library Management Group
- Develop and operate within the HCLN budget in accordance with the Shared Service Agreement
- Provide reports to member Councils as requested
- Represent HCLN and liaise with key stakeholders regarding the Library Management systems
- Represent HCLN and liaise with key stakeholders in the Libraries Victoria Consortium
- Represent HCLN and liaise with key stakeholders at Public Libraries Victoria
- Represent HCLN and liaise with key stakeholders at ALIA
- Oversee the service desk function provided as outlined in the Shared Service Agreement
- Prepare annual data for the Local Government Performance Reporting Framework
- Monitor the Network collection in accordance with the Collection Policy
- Attend meetings as required
- Report on the Key Performance Indicators (KPIs) as outlined in the Shared Services Agreement and ensure they are being met.
- Provide administrative support to the Library Management Group
- Participate in Councils training program
- Other duties as requested by the Manager Corporate
- Freedom to act is governed by clear objectives, relevant policies, standards and procedures.
- Responsible for overseeing a team of employees
- Extent of authority is restricted to decisions within the areas outlined in this position description, delegations and directions by the Manager

Judgement and decision making

- The position is essentially problem solving in nature, and the nature of the work is specialised with methods, procedures and processes generally developed from theory of precedent. The problem-solving process comes from the application of these established techniques to new situations and the need to recognise when these established techniques are not appropriate. Guidance is not always available within the organization.
- Ability to seek guidance from networks and external departments to solve problems, guidance and advice is not always available from within Council
- In position where the prime responsibility is in policy formulation, the primary challenge will be intellectual and will typically require the identification and

analysis of an unspecified range of options before a recommendation can be made.

Management skills

- Knowledge of and ability to implement policies and procedures relating to areas of supervision
- Ability to provide timely advice and recommendations to Managers and Directors
- Ability to work unsupervised
- Demonstrated skills in managing diverse workloads and meeting targets within tight deadlines, despite conflicting pressures
- Ability to efficiently implement daily, weekly and longer-term workloads
- Ability to provide training to key responsibility areas
- Proficient record keeping skills.
- Supervise and coordinate the library Hub team to carry out administration responsibilities
- Delegate tasks as required to the Hub team
- An understanding and ability to implement personnel policies, recruitment and selection procedures and techniques, position description and employee development schemes.
- Ability to contribute to the development and implementation of long term staffing strategies.

Interpersonal skills

- Ability to maintain confidentiality of information and advice
- Excellent written and verbal communication skills and ability to write reports and prepare external correspondence
- Ability to gain cooperation and assistance from management, staff, and members of the public
- Ability to liaise with counterparts in other organisations to discuss specialist matters
- Ability to lead, work and positively contribute to a team
- Liaise with branch managers/coordinators across the Network to ensure a detailed understanding of branch requirements is known and understood
- Liaise with many governing bodies, stakeholders, community groups and members of the public.
- Promote Council as a customer focused organisation

Expertise

Qualifications:

- Working with Children Check

- Exempt from this requirement if a Victorian Institute of Teaching (VIT) registered teacher, Victoria Police officer or Australian Federal Police (AFP) officer.
- Current Victorian driver's license
- Certificate 4 or tertiary qualification recognised by the Australian Library and Information Association with relevant experience in public library operations, service delivery excellence and library management systems.

Experience:

- Sound written and verbal communication skills
- Sound computer skills, in particular MS Office
- Highly developed multi-tasking and problem solving skills and the ability to work independently, prioritise tasks and meet deadlines
- Experience in a similar role is essential

Specialist skills and knowledge:

- Responsible for monitoring of business unit budget ensuring accurate coding of income and expenditure and providing input into quarterly reporting process
- Responsible for the review, enhancement and implementation in key responsibility areas to enable organisational decision making
- Responsible for the development and interpretation of relevant policies, procedures and regulations
- Enhanced analytical and problem solving skills.
- Detailed knowledge of relevant standards relating to key responsibility areas
- Ability to produce a range of high level business correspondence and reports presenting clear, factual and pertinent information based on knowledge, research and analysis.
- Knowledge of and ability to effectively use relevant technology systems and applications relating to key responsibilities.
- Extensive knowledge and experience in original and copy cataloguing and classification rules of a range of library materials

Health, safety and risk duties and responsibilities

Nothing is more important than the health and safety of yourself and those around you. You must:

- Perform all tasks in a manner that does not place at risk the health and safety of any person
- Seek assistance when unsure of how to perform a task
- Ensure you observe, understand and comply with all Occupational Health and Safety Legislation, Regulations, Codes of Practice, Policies, Procedures and directives
- Regularly inspect your work environment for hazards
- Immediately report all workplace incidents, accidents, near-misses and hazards to a supervisor

- Support the return to work plan for any injured worker when returning to work

Physical requirements

Daily work will be performed in an indoor environment, as such:

- You will be exposed to those conditions normally encountered in an indoor environment
- Physical demands are moderate to strenuous, consisting of the ability to sit, stand, stoop, reach, bend, climb, lift and pull using safe manual handling practices
- You must be able to see and hear in the normal range, with or without correction, and communicate well both verbally and in written form, and must be able to be understood
- The work environment may include uneven surfaces and up and down stairs