



## Position Description

### Library Acquisitions Team Leader

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At the City of Port Phillip we aim to put our community first. Community first is a mindset that we bring to everything we do. It encourages us to look through the eyes of community, work collaboratively across the organisation and with our community, to improve outcomes, value for money and service.

The City of Port Phillip celebrates a vibrant and diverse work environment and community, which includes people of Aboriginal and/or Torres Strait Islander background, people of diverse sexual orientation and gender, people from culturally and linguistically diverse backgrounds and people of varied age, health, socio-economic status, faith and spirituality. Employees are able to develop both professionally and personally whilst planning and delivering a range of important services and programs to the community.

<b>POSITION TITLE:</b>	Library Acquisitions Team Leader
<b>AWARD CLASSIFICATION:</b>	Band 5
<b>DEPARTMENT:</b>	Community Services
<b>DIVISION:</b>	Community Wellbeing and Inclusion
<b>DATE APPROVED:</b>	November 2020
<b>APPROVED BY:</b>	Manager, Community Services



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### ORGANISATIONAL RELATIONSHIPS:

<b>REPORTS TO:</b>	Collections Senior Team Leader
<b>SUPERVISES:</b>	N/A
<b>INTERNAL LIAISONS:</b>	Library staff, Council Employees and Managers, Executive Team and Councillors
<b>EXTERNAL LIAISONS:</b>	Library Vendors, Suppliers, Consultants and Contractors, Library members, library networks, professional bodies, support groups and members of the broader community

### POSITION OBJECTIVES

- To support the delivery of the Library Action Plan and vision (in development): *Australia's best inner network of neighbourhood Libraries, helping to make Port Phillip a liveable, prosperous and socially connected city for everyone who lives and works here.*
- To support City of Port Phillip (CoPP) corporate and organisational goals through the provision of quality library services with friendliness, courtesy and efficiency
- To ensure a high level of customer support is provided to users of CoPP resources and services by supporting teams to achieve daily service goals
- To maintain initiatives and relationships which enable staff to provide quality customer service and access to the library's programs, resources and shared spaces
- Work flexibly across five library sites and on weekends as required to ensure the smooth running of the Port Phillip Library Service.

### KEY RESPONSIBILITY AND DUTIES

- Positively support, promote and implement the policies and objectives of the library service and the City of Port Phillip to ensure a safe and equitable environment is maintained for all users
- Actively maintain acquisition procedures in line with the Collection Development guidelines and ensure that library user requests are responded to in a timely manner.
- Develop approaches to address heavy reservation queues for hardcopy items, and ensure that electronic collections are kept up to date
- Support the timely payment of invoices according to established policies and procedures
- Participate in ensuring that all time-critical daily processes for the Technical Services team are completed
- Provide quality information, reference, reader development and customer service to library users as part of frontline service teams
- Assist in identifying staff training needs and participate in the provision of performance coaching and training for team members
- Contribute to the development of service enhancements, library programs and initiatives by maintaining an up-to-date awareness of our customers and the professional library sector



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### **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

- Ensure that acquisition procedures are maintained in line with Collection Development guidelines and that relevant documentation is kept up to date
- Help to direct frontline library team operations and promote a flexible approach to working across different locations and project-based teams
- Resolve service-user concerns and issues in a friendly and timely manner within the scope of their authority
- Facilitate communication between library users and the Port Phillip Library leadership team
- Participation in the review, development and promotion of library policies and procedures to both the community and staff members of the Port Phillip Library Service
- Responsible for complying with CoPP policies and State and Federal Legislation
- Responsible for complying with Privacy Legislation and Copyright Legislation

### **JUDGMENT AND DECISION MAKING**

- Use professional knowledge to select items for the library collection and respond to library user requests for new items in line with Collection Development guidelines
- Perform duties by following procedures and working within clearly defined policy parameters
- Responsible for using appropriate reporting lines and modes of communication as required
- Responsibility for immediately supporting colleagues to de-escalate difficult situations, supported by the Library Leadership Team

### **SPECIALIST SKILLS AND KNOWLEDGE**

- Experience in the selection of items for a public library collection and an appreciation of the context within which these collections are maintained and developed
- Proficiency in the use Spydus or another library management system
- IT skills, including detailed knowledge of the Windows environment and commonly used software applications e.g., MS Office, Adobe etc
- Familiarity with emerging library technologies

### **MANAGEMENT SKILLS**

- Strong practical experience in supporting staff in a highly flexible team environment to respond to changing priorities in a calm and measured fashion
- Ability to manage, organise, plan and set timelines in relation to own work
- Ability to seek guidance and advice when necessary



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- Ability to foster team engagement and alignment with organisational values
- Ability to implement and positively model organisational policies and procedures
- Ability to maintain and enhance established workflows

### **OCCUPATIONAL HEALTH & SAFETY**

- Take every reasonably practicable step to ensure your health and safety, and the health and safety of all others that may be affected by your work
- Comply with all relevant legislation and regulation, as well as City of Port Phillip policies and procedures and reasonable work instructions
- Ensure that all hazards, unsafe conditions, incidents and near misses are reported promptly and within set timeframes
- Participate as appropriate in an early and safe return to work program after a workplace injury
- Take responsibility for individual / own health and safety and that of others in the workplace. This includes the reporting of incidents involving injury and near misses
- Communicate with employee health and safety representatives and supervisors about OH&S matters
- Proactively report any unsafe workplace practices and/or hazards and suggest injury prevention measures
- Participate in regular training programs to improve awareness of risk management and health and safety within the workplace
- Perform work in a safe and appropriate manner

### **INTERPERSONAL SKILLS**

- Outstanding communication skills with the ability write detailed information succinctly
- Exhibit understanding of people from diverse backgrounds and an enabling approach to use of the Library.
- Excellent problem solving and negotiation skills, to enable resolution of service user requests and complaints
- Ability to apply courtesy and respect to gain co-operation and assistance from users and colleagues
- Apply a supportive approach to achieving organisational and team goals

### **QUALIFICATIONS AND EXPERIENCE**

- Librarianship qualification recognised by the ALIA (Australian Library and Information Association) or other relevant qualification and experience in a public library service
- Experience in service delivery in an environment that focuses on meeting community expectations through the provision of high-quality information services and programs
- Experience and proficiency in the use Spydus or another library management system



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- Driver's licence or other mode of independent transport
- First Aid qualification desirable
- Current Working with Children Check

### KEY SELECTION CRITERIA

#### **Essential**

- Demonstrated commitment to Council values: Working together, Creative and strategic thinking, Personal growth and performance, Courage and integrity, Accountability and Community First
- Librarianship qualification recognised by the ALIA (Australian Library and Information Association), or other relevant qualification and experience in a public library service
- Demonstrated ability to lead library frontline teams in a supportive and collegiate manner, to maintain effective workflows in a busy service environment
- Demonstrated experience in the provision of quality programs, information, reference, reader development and customer service to library users
- Demonstrated knowledge and experience managing both physical and electronic resources and collections and an appreciation of the context within which these operate
- Proficiency in the use of Spydus or another library management system
- Driver's licence or independent alternative mode of transport

#### **Highly Desirable**

- Experience bulk editing and loading MARC records onto a Library Management System.