

POSITION DESCRIPTION

Serials Officer (POS1386)

Directorate:	Community & Culture	Department:	Library and Museum Services
Position Grade:	9	Reports to:	Team Leader Collections
Last review:	July 2019	Next review:	July 2021
		Version No.:	1.0

Position purpose:

To support the Team Leader Collection Services and the Collections team to deliver customer-focused Collection and Collection Development activities, in particular to develop and manage serials collections in consultation with the local community and staff, to meet the needs of the Liverpool community.

Key accountabilities/responsibilities:

Responsibilities include:

- 1) Implementing and supporting the development of the Library's vision, mission and plans, delivering quality and customer focused serials collections and services, including promotions and reader education programs as required, to members of the community.
- 2) Supporting consultations with management, specialist and branch staff and the community on serials collection development policies and priorities; and delivering Collection Development programs in line with consultation outcomes and standards outlined in the Library's Collection Development policy.
- 3) Supporting the Library Collections team to develop and deliver quality services to internal and external customers through participation in regular staff meetings and work reviews; annual work plans and support communications.
- 4) Reviewing, maintaining and reporting to the Team Leader Collections on the performance of Serials Collection Development Programs including adult and children's collections, within the allocated budget.
- 5) Supporting and maintaining the workflow of acquisition, cataloguing and processing of library materials (serials and newspapers) so that those materials are made available for use by customers in line with documented and management approved time lines and service standards. Including the support of workflows at branch locations.
- 6) Ensuring all library materials are catalogued and processed to professional standards approved by management with an emphasis on user-friendly access.
- 7) Maintaining records and statistics to assist in the evaluation of the community's use of the serials collections on an ongoing basis to support recommendations to Library management as appropriate.
- 8) Participating in and supporting the delivery of training and communications to library staff concerning Serials Collections policies and procedures.
- 9) Performing other duties as required from time to time including provision of direct customer support as required across the library network.
- 10) Implementing Council's WHS policy. Lead and support staff in addressing WHS issues in line with the policy.
- 11) Applying knowledge of equity, EEO, cultural diversity principles and ethical practices when dealing with staff and customers.

Decisions made in the position:

- 1) Day to day administrative policies within the Library Collections team
- 2) Maintenance of collection standards.
- 3) General customer service decisions.

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Decisions referred:

- 1) Collection development policy and Budget priorities
- 2) Program Policy and Procedure decisions.
- 3) Implementation of proposed changes to collections decisions.
- 4) Matters requiring escalation.

Key issues/challenges:

- 1) Supporting continuous improvement in serials collections services.
- 2) Effective team participation, co-ordination and liaison with specialist library staff in the provision of quality collection services.
- 3) Supporting staff and customer engagement in identifying needs so as to provide relevant resources and collections.
- 4) Integrating and co-ordinating across the Liverpool Library Network
- 5) Maintaining and enhancing library Serials Collection development systems
- 6) Developing innovative library collection management solutions
- 7) Providing quality customer services, training and communications
- 8) Ensuring that day-to-day duties are completed on a timely basis and that arranged deadlines are met.
- 9) Supporting the development, implementation and review of library policies and procedures.
- 10) Utilising resources within budget allocations and identifying potential cost savings through improving work processes and practices.

Key working relationships:

- Coordinator Support & Information Services
- Council Collections staff
- Manager Library & Museum Services
- Library staff
- Team Leader Collections
- Community

POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA**Qualifications/Licences**

- Completion of, or progress towards, a diploma-level course, or equivalent, conferring eligibility for library technician membership of the Australian Library and Information Association.
- Class C Drivers Licence

Experience

- Previous experience working in a public library and/ or customer service environment
- Training staff on serials procedures.
- Participation in promotion and readers advisory programs.
- Ability to assisting with information inquiries, including technology assistance.
- Experience with cataloguing procedures and collection management practices
- Experience in tracking budget expenditure
- Contributing to strategic planning and service development

Knowledge and Skills

- Excellent written, verbal and interpersonal communication skills; Good customer service skills.
- Knowledge of professional standards and practices relating to the acquisition, cataloguing and processing of library materials.
- Knowledge of and competent use of library management systems, digital technology, and corporate systems. Specialised knowledge of serials and cataloguing modules and tools.
- Team skills, including staff support and development skills.
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multicultural diversity

DESIRABLE CRITERIA**Qualifications/Licences/Experience/Knowledge and Skills**

- Good understanding of public library environments including the roles and development of public libraries
- Problem solving and decision-making skills

Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous