

PROGRAM LEADER - LIBRARIES

POSITION DESCRIPTION

Position Title	Program Leader - Libraries
Directorate	Communities Services
Department	Community Hubs
Position No.	66,701.00
Classification	Level Six (6) – Seven (7)
Awards Stream	Queensland Local Government Industry (Stream A) Award - State 2017
Reports To	Coordinator – Community Hubs
Last Review Date	November 2025

ORGANISATION SUMMARY:

OUR VISION:	Helping to energise the world. A region that feeds, powers and builds communities, now and for the future.
OUR GOAL:	To pursue long-term sustainable futures for Isaac's communities.
OUR VALUES:	Community Focus Teamwork Caring Positive Work Ethic

We're a region unique in charm and a character-growing attraction for many keen to explore the road less travelled. It's a place where traditional country qualities live on within modern, vibrant communities.

Isaac Regional Council plays a role to ensure our communities have a long sustainable life, so it continues to be a great place to raise a family and to find new or old passions.

Our public spaces are valued and activated, our communities' lifestyles and wellbeing are prioritised, and our individual and collective identities are celebrated.

We need to use new ideas in everything we do because of the fast changes happening all over the world.

This helps us deal with changes and provide the best service. As a Council, we will continue to maintain a clear and balanced vision for the future that shapes all our decisions as we feed, build and power communities.

DEPARTMENT SUMMARY:

The Community and Cultural Services Department is responsible for delivering excellence in how communities interact with and access services from Council. This is achieved through a network of purpose-built and

integrated Community Hubs that provide first-point-of-contact customer service, transactional support, library and museum services and civic venues. The Department leads contemporary engagement practices, community development programs, and events that reflect the diverse needs and aspirations of Isaac's various communities. In addition, the department oversees the management and activation of Council-operated venues, ensuring these spaces are accessible, well-maintained, and contribute to community wellbeing, inclusion, and participation.

POSITION SUMMARY:

The Program Leader – Libraries is responsible for leading, coordinating and continuously improving Council's library services across the Isaac region. The position provides professional leadership for library operations, collections, programs, systems and service development, and supports Community Hubs staff to deliver contemporary, inclusive and high-quality library services across Council's library network.

DUTIES:

1. Provide professional leadership, coaching, mentoring and guidance to library officers and the wider Community Hubs team in relation to library services, programs and practices. Build capability and consistency across Council's library network through training, resource development and continuous improvement initiatives.
2. Present and maintain the library as a welcoming, inclusive, and safe space. Manage specific library collections to address community needs and support network collection outcomes. Address facility maintenance and liaise with venue stakeholders and contractors.
3. Lead library service delivery, including the development and delivery of best practice programs and technology-enriched experiences for all community members. Design, deliver, and train staff for face-to-face and online community programs.
4. Contribute to the review and enhancement of library services, processes, and strategies, including library upgrades. Support Community Hubs initiatives and service improvements.
5. In collaboration with the Digital Learning and Systems officer, manage digital infrastructure, software, and systems related to library services, ensuring they are fit-for-purpose and meet technology standards. Facilitate training for staff to deliver technology-enhanced experiences, including robotics, coding, and other STEM programs.
6. Support Council's community presence through library programs, literacy initiatives, and events. Facilitate funding opportunities and philanthropic support in the region.
7. Manage Council's reporting requirements and funding obligations to ensure compliance and quality standards are met. Prepare and monitor budget submissions and report on service outcomes.
8. Build and manage relationships with internal and external stakeholders, including local and regional partners, to deliver quality service outcomes and initiatives. Foster positive community outcomes through collaborative relationships.
9. Operate under limited direction with managerial responsibility for various functions. Control and coordinate projects in line with corporate goals. Travel to other office locations as needed to support service delivery.
10. Perform all duties in a professional and ethical manner, participate in teamwork, and maintain personal standards and competence. Apply a self-motivated, collaborative approach to problem-solving and undertake other duties as directed within the scope of skills and training.
11. Undertake any other duties, projects or service or development activities as reasonably directed within the scope of the employee's skills, competence and training.

KEY COMPETENCIES:

Knowledge and skills

Essential

1. Comprehensive understanding of library principles, methods, best practices, and collections, along with the information needs of assigned target audiences and connected learning principles.

2. Ability to foster effective collaborations within the section and among colleagues and community partners.
3. Proficient in analysing situations to make appropriate decisions and take necessary actions. Capable of coordinating service efforts and personnel assignments to meet diverse user needs. Skilled in supervising staff, guiding them in identifying priorities and best practices, and utilising technology to enhance staff efficiency and user education and convenience.
4. Excellent interpersonal, communication (both written and verbal) and organisational skills.
5. Strong face-to-face engagement capacity.
6. Capacity to work collaboratively, solve problems and resolve conflict.
7. Self-motivated with the ability to work individually and as an effective team member with a continuous improvement approach.
8. Strong customer service focus and ability to plan, design and deliver programs and events to the community in a face-to-face and digital setting.

Experience

1. A minimum three (3) years' experience working in a public library service.
2. Demonstrated ability to prepare and write reports, including acquittals and grant submissions.
3. Extensive knowledge of inclusive and contemporary library programs and services, including digital and on-line programs for culturally and linguistically diverse communities. Demonstrated experience providing technology-enriched programs, including the design of digital programs and technology support to staff and community members.
4. High level of interpersonal and customer service skills, with a proven ability to engage with people from a diverse range of communities and those with disability and special needs
5. Demonstrated ability to work autonomously whilst managing competing priorities and deadlines
6. Demonstrated knowledge and experience in maintaining a Library Management System, cataloguing, Copyright Law, Queensland Libraries Funding Agreements and Bibliographic Control;
7. Demonstrated knowledge of the publishing industry and vendor markets from which libraries acquire materials, equipment and services;
8. Ability to provide leadership, training and supervision to staff in a community-facing environment;
9. High level experience and knowledge of Microsoft Office suite.

Qualifications

1. Tertiary qualifications in Library and Information Management or significant demonstrated experience and are eligible for Associate membership of the Australian Library and Information Association.
2. Valid Driver Licence. Ability to travel to other office locations in the region as reasonably required to deliver events, programs and engagement.
3. Blue Card from the Commission for Children, Young People and Child Guardian, or ability to obtain prior to commencement.

DELEGATED AUTHORITY AND ACCOUNTABILITY:

Delegations as detailed in Council's Delegation of Authority register.

EXTENT OF AUTHORITY:

Position exercises a degree of autonomy and works under general direction with the freedom to act within established policies practices. The position must understand that their powers are limited to their delegated authority and know and comply with any authority and obligation that comes with their powers.

CERTIFICATION:

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

	EMPLOYEE	DEPARTMENT MANAGER
Name		
Signature		
Date		