POSITION DESCRIPTION

Team Leader Collections & Information Services (POS1381)

Directorate:	Community & Culture	**Department:**	Library and Museum Services		
Position Grade:	14	**Reports to:**	Coord Support & Information Services		
Last review:	March 2019	**Next review:**	July 2020	**Version No.:**	1.0

Position purpose:

To proactively lead, support and co-ordinate a team of staff within Liverpool's Support & Information Services and oversee the planning, development and delivery of customer-focused Collections and Information Services activities 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 collections and information services, including collection development for adult, junior, multicultural and serials collections, Reader and Information enquiries, inter-library loans and collection promotion as required, to members of the community.
2) Regularly consulting management, specialist and branch staff and the community on information services and collection development policies and priorities; developing and delivering Information and Collection Development Policies and programs in line with consultation outcomes and documented standards approved by Library management.
3) Leading and supporting the Library Collection and Information Services team to develop and deliver quality services to internal and external customers through regular staff meetings and work reviews; annual work plans and support communications.
4) Reviewing, maintaining and reporting to the Co-ordinator Support & Information Services on the performance of Collection Development and Information Services activities and Programs including serials, adult, children's and multicultural collections, within the allocated budget.
5) Managing and supervising the workflow of acquisitions, cataloguing and processing of library materials to make materials available for use by customers in line with documented and management approved time lines and service standards.
6) Ensuring collections and information services encourage customer engagement and respond to customer feedback. Customer requests are responded to within agreed timeframes, and communication with customers follows customer service guidelines.
7) Ensuring all library materials are catalogued and processed to professional standards approved by management with an emphasis on user-friendly access.
8) Maintaining records and statistics to evaluate the community's use of the collections and information services on an ongoing basis to support recommendations to Library management as appropriate.
9) Co-ordinating and reporting to the Co-ordinator Support & Information Services on the development and delivery of training and communications to library staff concerning Collections and Information Services policies and procedures.
10) Performing other duties as required from time to time including provision of direct customer support as required across the library network including weekend and night shift work.
11) Implementing Council's WHS policy. Lead and support staff in addressing WHS issues in line with the policy.
12) Applying knowledge of equity, EEO, cultural diversity principles and ethical practices when dealing with staff and customers.

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Decisions made in the position:

1) Approval of staff Work Plans and Review processes
2) Day to day administrative policies within the Library Collections team
3) Maintenance of collection standards.
4) General customer service decisions.

Decisions referred:

1) Collection development policy and Budget priorities
2) Program Policy and Procedure decisions.
3) Implementation of proposed changes to collections and information services.
4) Communication and Training Programs and priorities
5) Matters requiring escalation.

Key issues/challenges:

1) Effective team leadership and staff co-ordination in the provision of quality collection & information services.
2) Engaging staff and customers to identify needs so as to provide relevant resources and collections.
3) Integrating and co-ordination across the Liverpool Library Network
4) Maintaining and enhancing library Collection and Information Services development systems
5) Developing innovative library collection management solutions
6) Providing quality customer services, training and communications
7) Developing and updating library policies and procedures.
8) Utilising resources within budget allocations and identifying potential cost savings through improving work processes and practices.

Key working relationships:

- Coordinator Support & Information Services
- Manager Library & Museum Services
- Council Collections staff
- Library staff
- Community
- Coordinator Customer & Network Services

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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 degree or post graduate-level library and information studies, conferring eligibility for associate membership of the Australian Library and Information Association.
- Class C Drivers Licence

Experience

- Minimum 5 years' experience working in a public library and a customer service environment.
- Developing and leading a team, including the support, supervision and training of staff.
- Experience in formulating and drafting new policies, procedures programs and reporting processes.
- Ability to plan, resource and implement promotional activities in the area of collection development.
- Experience in developing collections in various formats within budget limits.
- Contributing to strategic planning and the development of business plans.
- Proven experience in supervising a service, including the provision of quality collection services.

Knowledge and Skills

- Excellent written, verbal and interpersonal communication skills; Strong administration and customer skills.
- Specialised 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 in collection development, management and control, reference techniques and in accessing specialised information in a variety of media.
- Strategic planning and management and budget control.
- Team building, leadership and development skills, including staff training, 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
- Implementing library management systems in a public library environment, knowledge of XML, and current trends in library technologies.

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

Our values:

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Decisive

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