

# Senior Library Technician

## STATEMENT OF DUTIES

NOVEMBER 2023

|                       |                                                                                                                                                                                                                          |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Number                | Generic                                                                                                                                                                                                                  |
| Portfolio             | Strategy and Performance                                                                                                                                                                                                 |
| Branch                | Libraries Tasmania                                                                                                                                                                                                       |
| Section/Unit/School   | State Library and Archives services                                                                                                                                                                                      |
| Supervisor            | As Specified                                                                                                                                                                                                             |
| Award/Agreement       | Tasmanian State Service Award                                                                                                                                                                                            |
| Classification        | General Stream Band 4                                                                                                                                                                                                    |
| Employment Conditions | Permanent/Fixed-term, Full-time/Part-time<br>73.5 hours per fortnight, 52 weeks per year including 4 weeks annual leave. The occupant may be rostered for Saturday and evening shifts and Award arrangements will apply. |
| Location              | Statewide                                                                                                                                                                                                                |

## Primary Purpose

Co-ordinate and supervise the work of library technicians and collections officers to ensure the delivery of high-quality customer-focused services, and provide technical direction, general supervision and advice as required. Modify established technical and professional solutions to resolve operational problems and issues. Undertake and resolve complex client queries including provision of technical advice about access to publications and information generally and provide advice to senior staff regarding modification of policies and procedures as required.

## Level of Responsibility/Direction and Supervision

Responsible for the efficient and effective operation of a library technical team. Required to exercise a high degree of initiative and judgement in monitoring work, dealing with issues associated with library operating procedures, the application of library policies and techniques and the interpretation and referral of enquiries, ensure quality assurance

measures are properly undertaken. In some projects will be responsible for the achievement of set technical objectives.

Works under general technical direction and supervision only. Overall priorities will be determined by the Supervisor.

It is the responsibility of the occupant to actively participate, promote and model behaviours which are consistent with the Department's commitment to the safety and wellbeing of children and young people. This includes the prevention, identification and reporting of child abuse and behaviours which are not consistent with the Department's values.

The occupant is responsible for complying with all Agency policies and procedures, including those relating to fraud and corruption control, record management, confidentiality, conduct and behaviour, mandatory reporting, education, training and assessment.

The Department has a range of delegations across the operational portfolio's which include Finance, People Services and Support (HR) and Facilities. The occupant is responsible for ascertaining the delegations that are assigned to these duties and is expected to exercise any applicable delegations prudently and in accordance with a range of Acts, Regulations, Awards, administrative authorities and functional arrangements.

## Primary Duties

---

1. Co-ordinate the delivery of library services to the high standard defined by the customer service charter.
2. Guide and advise library technicians involved in all or some of the following:
  - amending, retrieving and maintaining bibliographic records and holdings and construction of records in accordance with national and international standards.
  - maintaining and providing technical support and training in the use of a range of multimedia and other equipment used in information access, distribution, retrieval and control.
  - applying set standards to the storage, maintenance and preservation of library and archival materials.
  - guiding and assisting clients to resolve information enquiries.
  - gathering and collating technical information for professional library staff.
  - assisting in collection management and assessment.
  - operating and maintaining manual and automated library control systems.
  - assisting in the development and delivery of public programs and community outreach initiatives.
3. Supervise and provide training for less experienced staff, trainees and volunteers.
4. Evaluate and make recommendations on equipment requirements, oversee maintenance and update the equipment inventory.

5. Prepare and analyse statistics.
6. Undertake clerical duties associated with the above tasks that may include processing financial transactions such as cash handling, banking and register management and validate and reconciliations transactions.
7. Develop quality assurance procedures for library services, including for customer service standards.
8. Resolve complex client enquiries.
9. Assist with the development and maintenance of procedure manuals and policies.
10. The incumbent can expect to be allocated duties, not specifically mentioned in this document, that are within the capacity, qualifications and experience normally expected from persons occupying positions at this classification level.
11. In accordance with the *Work Health and Safety Act 2012* the incumbent will actively participate in and contribute to the maintenance of safe working conditions and practices, including the development and implementation of improvement initiatives, safeguarding practices and all mandatory training requirements.

## Selection Criteria

The following specific selection criteria must be addressed by candidates. The nominated position objective and duties contained in this statement of duties must also be used to assist in the interpretation of these selection criteria.

---

1. Demonstrated staff management and supervision skills including the capacity to undertake effective procedural and on the job training in a technical environment.
2. Demonstrated detailed understanding of the function and use of technology applications in libraries.
3. Well-developed knowledge and understanding of bibliographic tools and the principles of bibliographic control including the creation of bibliographic records.
4. Extensive experience in and knowledge of library procedures including circulation, document delivery, information access and collection handling, conservation and maintenance.
5. The ability to achieve a high standard of customer service through well-developed interpersonal and communication skills, and the capacity to convey technical information to staff and clients in a non-technical manner.
6. Well-developed organisational skills and demonstrated personal initiative, flexibility and motivation coupled with the ability to exercise sound judgement and work effectively in a team environment.
7. A demonstrated capacity to commit to the Department's values, with the ability to apply them through individual behaviours and actions.

## Requirements

Registration/licences that are essential requirements of this role must remain current and valid at all times whilst employed and the status of these may be checked at any time during employment. It is the employee's responsibility to advise the Department if there is any change to the status of a registration/licence. This includes notifying the Department of any new criminal charges or convictions and/or if a registration/licence is revoked, cancelled or has conditions applied.

---

### Essential

- Current Tasmanian Registration to Work with Vulnerable People (Registration Status – Employment)

### Desirable

- Relevant diploma from a discipline such as Library and Information Studies, Information Technology, Museum Studies or Fine Arts.

## Working within the Department for Education, Children and Young People



Connection



Courage



Growth



Respect



Responsibility

Our values of **Connection, Courage, Growth, Respect, Responsibility** represent the foundation of our Department's culture and guide us in all that we do to ensure **Bright lives. Positive futures** for every child and young person in Tasmania.

We bring our values to life through our everyday behaviours and actions. We want to attract, recruit and retain people who uphold these values and are committed to building a strong values-based culture.

Our Department is committed to building inclusive workplaces and a workforce that reflects the diversity of the community we serve. We do this through a culture that ensures everyone is respected, and has equal access to opportunities and resources. We recognise and respect individual differences as well as people's career path, life experiences and education, and we value how these differences can have a positive influence on problem solving, team dynamics and decision making within our organisation.

We are committed to providing a safe workplace for all employees and have zero tolerance to all forms of violence, including child abuse and harm. The Department is a smoke-free work environment, and smoking is prohibited in all State Government workplaces, including vehicles and vessels.

Employment within the Department is governed by the *State Service Act 2000*. All employees are responsible for ensuring that the standards of behaviour and conduct specified in the State Service Principles and Code of Conduct are adhered to. All employees

are expected to act ethically and with integrity in the undertaking of their duties. Employees who breach the code of conduct may have sanctions imposed.

The State Service Principles and Code of Conduct are contained in the *State Service Act 2000* and can be found on the State Service Management Office website at <http://www.dpac.tas.gov.au/divisions/ssmo> together with Employment Direction No. 2 *State Service Principles*. All employees must read these and ensure they understand their responsibilities.

All employees are expected to utilise information management systems in a responsible manner in line with the DECYP Condition of Use policy statement located at [Department for Education, Children And Young People: Information technology policies](#)

## Commitment to Children and Young People

This is a Department built entirely for children, young people and their communities. Our ultimate goal is to work together to ensure that every child and young person in Tasmania is known, safe, well and learning. The child is at the centre of everything we do, and the way we do it.

The Department is committed to providing a culturally safe environment which upholds the safety and wellbeing of all children and young people in Tasmania. The Department's Safeguarding Framework, *Safe. Secure. Supported.* underpins this commitment.

All employees must demonstrate and model behaviours which value and respect children and young people, show a commitment to child safety and wellbeing, and display an understanding of the developmental needs of children and culturally safe practices relevant to their position.

---

**APPROVED BY PSS DELEGATE:** 520040, Manager – Recruitment Operations – November 2023  
Request:  
Date Duties and Selection Criteria Last Reviewed: 11/23 VRH

---