

Information and Reader Services Coordinator

STATEMENT OF DUTIES

DECEMBER 2023

Number	Generic
Portfolio	Continuous Improvement and Evaluation
Branch	Libraries Tasmania
Section/Unit/School	Library Network
Supervisor	Regional Library Manager
Award/Agreement	Tasmanian State Service Award
Classification	General Band Level 6
Employment Conditions	Permanent or fixed term, full or part-time, up to 73.5 hours per fortnight, 52 weeks per year including 4 weeks annual leave. Intra state travel will be a requirement of this position.
Location	As Specified

Primary Purpose

Develop and coordinate the provision of Information and Reader services across a Library Region. Contribute directly to the formulation of Libraries Tasmania policies.

Level of Responsibility/Direction and Supervision

The occupant is responsible for the effective and efficient management and coordination of Information and Reader services and programs consistent with Department's strategic directions.

Responsible for the provision of authoritative advice, support, and recommendations direct to the Regional Library Manager.

Responsible for the development and implementation of operational solutions, policies, and guidelines to deliver and improve service delivery outcomes.

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. Develop and implement appropriate, flexible, and innovative information and readers programs and services and contemporary library spaces and presentation of collections in collaboration with Library Managers, library service delivery teams, and communities.
2. Proactively plan and monitor library collections, information services and resource delivery across the region.
3. Provide training and advice to library teams within a designated region on collection management, information (including use of Libraries Tasmania resources, e-resources, and Family History collections), and reader service delivery.
4. Coordinate initiatives that promote reading, local writing, and storytelling through region-based and state-wide initiatives.
5. Undertake research, analysis and problem solving on the needs and complex issues relating to reader and information services and programs and provide authoritative advice, recommendations, and solutions.
6. Manage and co-ordinate the work and performance of a service delivery team to deliver assigned services and programs.
7. Contribute to the development of Libraries Tasmania policies, procedures, and strategies.
8. 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.
9. 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. Significant specialist expertise in the delivery and development of services, collections and resources in a library environment.
2. Demonstrated well developed knowledge and understanding of the role of reader development and information services in public libraries.
3. Highly developed and detailed knowledge and understanding of the wider policy and strategic context of public libraries and the services they deliver to the community.
4. Highly developed interpersonal, verbal, and written communication skills including liaison, conflict resolution and negotiation with the ability to provide authoritative advice and interact effectively with a wide range of stakeholders.
5. Highly developed strategic, problem solving, research and analytical skills with the capacity to exercise independent initiative and judgement in realising agreed outcomes.
6. Significant management, organisational and leadership skills with the proven capacity to effectively manage and lead a work team in delivering high-quality, customer-focused services and programs.
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

- Tertiary qualifications in Library and Information studies, education or other relevant discipline.
- Current Driver's licence.

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: 973874 – Assistant Director Strategic Recruitment and Payroll
Operations – December 2023
Request:
Date Duties and Selection Criteria Last Reviewed: 12/23 VRH
