

**1. JOB IDENTIFICATION:**

**Title of Position:** HOME LIBRARY COORDINATOR  
**Business Unit:** COMMUNITY AND CULTURAL CENTRES  
**Reports to:** LIBRARY SERVICES LEAD  
**Classification:** MOA 3

**2. POSITION OBJECTIVES:**

- Provide a Home Library Services for community members who for reasons of health age or disability are unable to regularly access the branches of the Library Service.
- Develop systems and strategies for delivery of a Home Library Service.
- Develop and maintain a strong collection of materials in large print.
- Coordinate and liaise with volunteers in the delivery of Home Library Service.
- Liaise with other council staff and external agencies in the delivery of Home Library Service.

**3. KEY RESPONSIBILITIES:**

- Coordinate Home Library Service rounds and maintain accurate operational records.
- Coordinate Home Library Service volunteers, including volunteers involved in selection of materials, delivery and general home service tasks.
- Develop systems and strategies for delivery of a Home Library Service.
- Develop and maintain a strong collection of materials in large print.
- Coordinate and liaise with volunteers in the delivery of Home Library Service.
- Liaise with other council staff and external agencies in the delivery of Home Library Service.
- Contribute to the direct provision of services to the public by undertaking customer service shifts, reader's advisory and shelving duties as required.
- Acquire and maintain knowledge of the physical stock, electronic resources and other library materials to effectively undertake enquiries and assist customers to meet their needs.
- Demonstrate and support the City of Unley's values when working with others and the community.
- Foster a strong team culture, by working collaboratively with team members to provide excellent service.
- Acquire and maintain effective digital literacy skills to meet and assist with the ongoing and changing needs of customers.



- Participate as a member of the Library Team and contribute to ongoing development of the Library Service by participating in the Business Planning process and Business Unit Meetings.
- Liaise with customers, external organisations and other Council Business Units as required in undertaking duties.

**Staff must comply with WHS and Return to Work SA legislation requirements and relevant WHS policies, procedures and safe work practices implemented by the City of Unley.**

#### **Key WHS Responsibilities:**

- Actively support and contribute to the City of Unley's effective safety culture.
- Identify and report health and safety hazards, accidents, incidents, injuries and property damage within the workplace.
- Taking reasonable care to ensure their own safety and not placing others at risk, including appropriate use of equipment and PPE.
- Complying with the requirements of the City of Unley's WHS management system.
- Attending WHS training and following instructions and advice provided.

#### **SAFE ENVIRONMENT:**

- Comply with the City of Unley Safe Environment policy and all relevant policies and procedures.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that a child has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Notify the Department of Human Services if, on reasonable grounds, you suspect that an aged and/or vulnerable person has been or is being abused or neglected if the suspicion is formed in the course of your work while carrying out official duties.
- Seek advice and support from your Team Leader, Manager or the People & Culture team if a notification is required.
- Advise your Team Leader, Manager or the People & Culture team if there is a change in your criminal history status and undertake a Department of Human Services Screening every three or five years (time frame is related to specific clearance type), unless more regular screening is required for legislative purposes.

#### **EQUAL OPPORTUNITY EMPLOYMENT**

Contribute to the promotion and adherence of the employee conduct standards and in particular Equal Opportunity by adhering to the provisions of relevant legislative requirements.

Actively support and contribute to the City of Unley's organisational values.

# OUR VALUES



**PURSUE EXCELLENCE**  
WE STRIVE FOR THE BEST  
IN ALL THAT WE DO

## Behaviours that SUPPORT this Value

- Creatively solve problems
- Take on challenging goals
- Understand how you contribute to our vision
- Grow, learn and continuously improve
- Deliver quality work and always aim for outstanding results



**ACHIEVE TOGETHER**  
WE WORK TOGETHER  
TO DELIVER RESULTS

## Behaviours that SUPPORT this Value

- Build on our strengths
- Collaborate across the organisation
- Celebrate our achievements
- Be responsive to others' priorities and needs
- Engage with each other to find effective solutions together



**DEMONSTRATE INTEGRITY**  
WE DO THE RIGHT THING  
AT ALL TIMES

## Behaviours that SUPPORT this Value

- Do what you say you will do
- Address behaviour that is inconsistent with our Values
- Act with transparency, honesty and respect
- Take responsibility for our actions
- Embrace diversity, encourage inclusion and promote belonging



**COMMUNITY FOCUSED**  
WE DELIVER FOR  
OUR COMMUNITY

## Behaviours that SUPPORT this Value

- Demonstrate a can-do attitude
- Effectively communicate and consult with all stakeholders
- Be open, positive and friendly
- Respond promptly and deliver on promises
- Show pride in each other, our organisation and community



**BE PROGRESSIVE**  
WE THINK OUTSIDE THE BOX  
TO INNOVATE AND IMPROVE

## Behaviours that SUPPORT this Value

- Bounce ideas off others
- Generate creative and innovative thinking
- Experiment with new approaches
- Challenge the status quo and embrace change
- Overcome challenges to achieve outcomes

#### 4. PERFORMANCE AND SKILL REQUIREMENTS:

##### a) Qualifications/Experience

###### Essential

- Experience within a customer service environment (essential).
- Experience managing volunteers or staff (essential).
- Experience in identifying User Interest Profiles, readers advisory and selecting and delivering materials accordingly (preferred).
- Previous experience within a public library environment (desirable).
- Experience within a multiskilled team environment (desirable).
- Formal qualification or certificates in library related study (desirable).
- Experience with provision of services to frail, aged or disabled people (desirable).

###### Desirable

- Previous experience within a public library environment is preferred.

##### b) Knowledge

###### Essential

- Sound knowledge of public library aims and objectives, policies and procedures (essential).
- Knowledge of physical stock with an emphasis on authors and genres, electronic and other library resources (essential).
- Knowledge of IT hardware and software (essential).
- Working knowledge of the SAPLN 1LMS (preferred).
- Knowledge of Dewey Decimal system (preferred).
- Knowledge of service providers, resources and facilities available for frail, aged or disabled people (desirable).

###### Desirable

- Working knowledge of library management systems.

##### c) Skills

###### Essential

- Proficiency in the use of Microsoft Suite of Applications, 365 and internet technologies.
- Excellent communication skills.
- Excellent keyboard and computer skills, and ability to provide support to community members and library users.
- Ability to work with limited supervision.
- Ability to set priorities, plan and organise time to achieve specific and set objectives.
- Ability to use initiative and exercise appropriate judgement.
- Excellent communication skills.
- Good keyboard and computer skills.
- Ability to work accurately.
- Ability to empathise with aged and disabled borrowers and provide flexible solutions to special requests or needs.

**d) Personal Attributes**

**Essential**

- Ability to work with the public and manage the diverse range of community members who utilise the public library.
- Ability to be friendly, approachable and willing to assist customers and other team members.
- Ability to use initiative and exercise appropriate judgments in a variety of relevant computer programs.
- Ability to embrace change and undertake different roles as required.
- Ability to work effectively as part of a team.

By signing this position description the employee and the employee's manager agrees that it is an accurate reflection of the responsibilities and requirements of the position:

Incumbent: .....

Date: .....

Manager: .....

Date: .....