



POSITION DESCRIPTION

Library & Gallery Services Coordinator

LIBRARY & GALLERY SERVICES COORDINATOR

POSITION TITLE:	Library & Gallery Services Coordinator
POSITION NUMBER:	5002
AWARD:	Queensland Local Government Industry (Stream A) Award – State 2017
AWARD CLASSIFICATION:	Stream A Level 5
REPORTS TO:	Community and Cultural Services Manager
DEPARTMENT:	Community Services and Economic Development
LAST REVIEWED:	Nov 2023

ABOUT US

Our communities are famous throughout Australia for being the friendliest in Northwest Queensland. Our towns are well serviced, our natural resources are used wisely, our local economy is diverse and strong, and the local government administration works collaboratively with us to achieve our aspirations.

Our Commitment

We inspire people to create a better future.

Our Vision

Whether you live here or visit, you will see how much we value our natural beauty, how connected our communities are, and how balanced growth makes this the best place in the world.

We Value



Honesty



Integrity



Accountability

OBJECTIVE OF THIS ROLE

To coordinate the efficient and effective operations of the Cloncurry Shire Council Library and Gallery Services including the Bob McDonald Library and the Dr David Harvey-Sutton Gallery.

To ensure excellence in customer service to library and gallery users through the provision of high quality and efficient library, information, arts and cultural services that are responsive to community needs.

This position is located at the Bob McDonald Library and Dr David Harvey-Sutton Gallery, Scarr Street but may involve outreach to other locations.

REPORTING LINES

Organisational Relationships:

Reports to the Community and Cultural Services Manager.



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KEY RESPONSIBILITIES IN THIS ROLE

The following outlines the key responsibilities of the position, but is not all encompassing:

Strategy Development

- Actively participate in policy development and strategic planning for Cloncurry Shire Council's library and gallery services.
- Maintain a broad understanding of Council's structure, roles, policies, and functions and ensure that Council policies are understood and are adhered to.

Planning and Reporting

- Collate monthly Council reports for the Library and Gallery.
- Prepare in advance comprehensive monthly and annual programming across the library and gallery services.
- Ensure all records are kept and maintained as per Council's policies and procedures including the accurate collection and collation of statistical data.
- Timely completion of annual reporting, grant reporting and acquittals.

Customer service

- Deliver excellence in customer service experiences to all library and gallery users by ensuring the professional presentation of library and gallery spaces.
- Maintain clear communication channels, ensuring that information about the library and gallery services, programs, and events is easily accessible to customers.
- Encourage a welcoming atmosphere by having staff who are approachable, well-trained, friendly, and eager to assist customers with their inquiries or needs.
- Maintain a safe and welcoming environment, that is easily accessible and user-friendly for all visitors, ensuring a smooth and convenient experience.
- Establish feedback mechanisms to understand customers' experiences and concerns, enabling you to address any issues promptly and improve service quality.
- Regularly review and improve customer service standards based on feedback, changing needs, and emerging best practices in the industry

Financial Management

- Identify and apply for funding through grant applications, sponsorships, and partnerships to improve service delivery outcomes.
- Be responsible for cash handling and banking in accordance with Council's financial management policies and procedures.
- Prepare and monitor budget allocations for library and gallery services, ensuring program expenditure is in accordance with the approved budget.
- Assist with the preparation of annual budgets and report circumstances which may cause significant variances from approved budgets as soon as identified.
- Ensure that approved purchasing procedures are adhered to.

Community Programming

- Research, develop, implement, and evaluate a suite of integrated community programs and events that support literacy, learning, the arts, social inclusion, cultural development, and that are responsive to community needs.
- Encourage local community participation in a diverse program of activities.
- Actively promote library and gallery programs, events and achievements.
- Deliver outreach program to Dajarra and other locations within the shire.



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Stakeholder Engagement

- Build collaborative partnerships by liaising with individuals, community groups, educational institutions, key stakeholders, the wider community, and other library staff throughout the state to enhance relationships and program outcomes.
- Demonstrate high levels of interpersonal skill and ability including facilitating meetings and focus groups.
- Keep the Community and Cultural Services Manager appropriately and adequately informed on the current state of activities in the section and to highlight in advance any points likely to influence Council operations or relations with members and/or the public.

Teamwork and Collaboration

- Provision of leadership to the Library and Gallery team and ability to work collaboratively with all areas of Council to achieve shared goals.
- Provide support and guidance to other employees and volunteers engaged in learning opportunities such as familiarisation with the library management system, library catalogue and other business processes and procedures.
- Liaise with Manager John Flynn Place and Cloncurry Unearthed to develop staff rosters utilising the pool of casual Tourism, Library and Gallery staff.
- Operate in a team environment in which staff work together to achieve the objectives and initiatives outlined in the department's strategic plans.
- Effectively and proactively perform as a member of both the immediate team and entire community services team, working collaboratively to support the continuous improvement.

Library Service

- Review and comply with State Libraries Queensland's Annual Service Level Agreements for Rural Libraries Queensland Services and First 5 Forever Program.
- Monitor the day-to-day operation of the Library Management System, including memberships, loans, returns, requests and dispatch to other regional libraries in Queensland, computers, photocopiers, and other hardware.
- Ensure the presentation of the library remains fresh and modern, with a focus on providing a safe and welcoming space for customers.
- Perform library duties such as shelving, issues, returns and collection maintenance.
- Ensure regular book exchanges are performed with Rural Libraries Queensland to ensure resources remain relevant to our community.

Gallery

- Oversee the operations and programming of Council's Dr David Harvey-Sutton Gallery, including gallery operations, exhibitions, workshops, and collection management.
- Work with volunteers and internal and external stakeholders to achieve successful delivery of gallery programming.

Other

- Contribute to safe work health and safety practices through effective storage and housekeeping.
- Complete additional activities and reasonable directions given by the Community and Cultural Services Manager.
- Identify and participate in professional development opportunities.

ABILITIES, SKILLS AND KNOWLEDGE REQUIRED

Skills:

- Ability to develop and deliver initiatives, programs, exhibitions, and events that encourage access and use of Council's library and gallery services.
- Demonstrated capability to forward plan, by developing and implementing programs and managing resources effectively, to deliver programs and events on time and on budget.
- Enthusiasm surrounding new technology, including the ability learn quickly and willingness to teach others.



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- Efficient and effective interpersonal, written, and verbal communication skills.
- Ability to work independently and with a degree of autonomy as well as part of a team.
- Ability to supervise staff and volunteers.
- Highly developed communication skills, including the ability to engage with people of all different ages and backgrounds.
- Ability to present engaging group sessions to adults, seniors, young people and families.
- A commitment to continuous learning, innovative thinking and flexibility.

Knowledge:

- Knowledge of local arts, culture and heritage is highly desirable.
- Demonstrated knowledge of library and gallery operations and services.
- Working knowledge of local government operations, structure and services, programs, policies, and activities in relation to library and gallery development highly desirable.

KEY SELECTION CRITERIA

- Experience in planning, development and delivery high quality library and gallery services.
- Experience in community and stakeholder engagement, preferably, in a local government environment.
- Demonstrated understanding of current issues and trends in public libraries and gallery environments.
- Demonstrated experience in Library and Gallery related software, systems, and programs.
- Demonstrated excellent customer service skills, and well developed oral and written communication skills.
- Ability to identify and establish key strategic outcomes and programs for Library and Gallery operations.
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice, and multi-cultural diversity.
- Well-developed computer literacy skills including the capacity to effectively use Microsoft Office, particularly Outlook, Excel and Word, and associated data software programs (e.g., Management Information Systems, registers, and statistical reporting).

QUALIFICATIONS, EDUCATION AND LICENCES REQUIRED

Mandatory:

- Hold and maintain a current manual 'C' class driver's licence.
- Experience in development, implementation and evaluation of programs, exhibitions, and events.
- Possession of a positive notice Blue Card (for working with children) or the ability to acquire.
- Current police check / clearance

Desirable:

- Tertiary Qualifications in Gallery Management, Museum Studies or Library and Information Services, or equivalent qualification/experience, or the willingness to progress towards soon after appointment.
- Previous experience in public libraries, cultural administration or project management will be highly regarded.

Please sign below if you have read, understood, and accepted the responsibilities of this position as outlined in this position description.

Name

Signature

Date