



City of  
Norwood  
Payneham  
& St Peters

# LIBRARY OUTREACH SERVICES COORDINATOR

## POSITION & PERSON DESCRIPTION

July 2021

### GENERAL

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes, align with the strategic and corporate directions of the City of Norwood Payneham & St Peters. The Organisational Values are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the Organisational Values.

The Position & Person Description also provides the basis upon which selection criteria for the position are determined.

<b>DEPARTMENT:</b>	Chief Executive's Office
<b>SECTION:</b>	Library Services & Lifelong Learning
<b>UNIT:</b>	Lifelong Learning Team
<b>ORGANISATIONAL RELATIONSHIP:</b>	Site Team Leaders The Position is also expected to work in collaboration with Library staff across all three library sites, the Community Care Services Team and Council Volunteers.
<b>NO. OF DIRECT REPORTS:</b>	Nil.
<b>AWARD &amp; CLASSIFICATION:</b>	<i>South Australian Municipal Salaried Officers Award and the City of Norwood Payneham &amp; St Peters' Municipal Officers Enterprise Agreement</i> General Officer, Level 3

### OVERVIEW

The Library is committed to providing excellent Library Services to the community. As a dynamic member of the One Card SA public library network, the Library Service provides a wide range of lifelong learning programs, collections and services across the three sites located at Norwood, Payneham and St Peters.

The role and position of the Library Outreach Services Coordinator is key in ensuring the Library Service is a pivotal information, recreation and education provider in the community through assisting the Lifelong Learning team to deliver quality lifelong learning, literacy, cultural and recreation opportunities to residents within the City through the Library Outreach Service.

With a focus on delivering a range of Council Library services to the community outside of the traditional mode within 'brick and mortar' library buildings, this position is elemental in providing contemporary, responsive and widely accessible Library services to the community, including library services at home.

The position is also responsible for assisting with the delivery of quality customer and information services from the Libraries, including circulation services, corporate receipting, contributing to the development of Library collections across formats, as well as participating in library outreach events.

## ORGANISATIONAL VALUES

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the Business Excellence Framework as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values.

The Organisational Values (which are summarised below and attached to this document) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.

Our Values are:

<b><i>Our People</i></b>	We are passionate, committed, empowered and accountable and we recognise the contribution of others.
<b><i>Working Together</i></b>	A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.
<b><i>Leadership</i></b>	Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.
<b><i>Excellence</i></b>	We strive for excellence in everything we do and we encourage innovation and quality.
<b><i>Integrity</i></b>	We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.
<b><i>Service</i></b>	We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

## **POSITION OBJECTIVES**

- To coordinate and undertake the provision of home based Outreach Library Services to residents and community based organisations or institutions within the City.
- To assist the Lifelong Learning team to deliver outreach based lifelong learning, literacy, cultural and recreation programs and services for adults and children.
- To assist in the development of library collections across the Library Service.
- To ensure the provision of high quality customer and information services to the public.

## **KEY RESULT AREAS**

- *Operational Responsibilities*
  1. Library Outreach Services.
  2. Outreach Lifelong learning programs.
  3. Collection development.
  4. Customer and information services.
- *Organisational Responsibilities*
  1. Corporate Governance.
  2. Environmental Sustainability.
  3. Work Health and Safety and Injury Management.
  4. Organisational Values.

## **OPERATIONAL RESPONSIBILITIES**

### **Key Responsibilities & Key Tasks**

#### **1. Library Outreach Services**

- Undertake the provision of outreach home based Library delivery services to citizens within the City of Norwood Payneham & St Peters, including:
  - develop marketing material and promote the range of outreach services to the community and relevant stakeholders, with a focus on promoting the expanded home based delivery services and the hard copy and digital collections
  - undertake feedback and evaluation processes on the services and continually improve and develop the home based library service and its client base;
  - provide a timely and quality service, fulfil service requests, select items and support remote customers, such as providing reader guidance, teaching them how to access digital content or how to reserve items; and
  - maintain data, corporate records and reporting, relevant to service provision.
- Fulfil the expectations of the Volunteers Program Coordinator for the service and oversee the Volunteers who contribute to the delivery of the service including:
  - roster, place and communicate with the Volunteers;
  - liaise with Volunteers on customer requirements, preferences and selections;
  - participate in the recruitment, selection, induction and training of Volunteers; and
  - ensure Volunteers comply with all the Council's policies, protocols and expectations, including the Council's COVID-19 Protocol and WHS requirements.
- Continuously improve the service including:
  - review and identify opportunities to improve upon the scope and method of service delivery for home based library outreach services; and
  - review and develop any supporting procedures and processes for the delivery of home based library outreach services to the community.
- Conduct relevant Work Health and Safety Risk assessments during the home delivery locations and ensure all site that are accessed are safe before delivery occurs.
- Undertake tasks associated with maintaining the vehicle and equipment associated with the Library outreach.

#### **Performance Indicators**

- Customer needs are met.
- Outreach deliveries are undertaken in a timely manner, as and when required or requested.
- Customer satisfaction with Library Outreach services is high.
- Library Outreach Services are provided to an expanded range of citizens within the City.
- Library Outreach Services grow year on year.
- Volunteers are constructively engaged in the provision of Library Services.
- Volunteers are supported and trained to undertake their role.
- Library vehicle fit for purpose, is well presented in the community and appropriately maintained.

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**2. Library Outreach Lifelong Learning Programs**

- Assist in the delivery of in-house and 'pop-up' outreach based Lifelong Learning programs, workshops and services across the Council for adults and children, including:
  - Programs, services in information stalls at Council and community events in parks, reserves, shopping centres, child care centres, schools, adult education venues and other relevant sites; and
  - liaison with external program and service providers to deliver collaborative programs which promote Library Outreach services to the community.
- Assist in promoting and marketing the Libraries including the development of promotional materials to advertise Library Outreach programs or service opportunities.

**Performance Indicators**

- Quality and timely learning, recreation, culture, recreation and literacy opportunities are delivered across the City, both in-house and across non- library based locations.
- Growing participation year on year with Library Outreach based programs and services.
- Library Outreach Services are effectively promoted to appropriate target markets across the City.

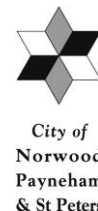
**3. Collection development**

- Develop and maintain library collections across the Library Service, as determined by the Collection Development Team Leader and within the appropriate budget allocated.
- Provide information to the Collection Development Team Leader, regarding the development of any specialist collections or digital content services which may be required to support Library Outreach Services.

**Performance Indicators**

- Customer needs are met.
- Customer satisfaction with library collections.
- Relevant, accessible and contemporary collections aged under 7 years.
- Customers can access both hard copy of digital content to meet their needs on demand.
- Budgets are adhered to.

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<b>4. Customer and Information Services</b>
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- Provide friendly, welcoming and high quality circulation, reader guidance, reference, community information and information services for the community to meet site and service operational requirements, including:
  - corporate services to citizens, including processing payments and responding to general Council enquiries;
  - public access computing queries, troubleshooting general public access customer IT issues and bookings of public access facilities;
  - liaison with customers regarding the control of behaviours within the Library environment;
  - liaison with facility hirers or tenants regarding building access, security and shared spaces and infrastructure as required;
  - liaison with other staff and contractors to maintain the library site as required;
  - processing daily Council, Library and One Card Network couriers as required or rostered;
  - ensuring the library environment is tidy, fit for purpose, well presented and material are stocked; and
  - other duties as directed.

**Performance Indicators**

- Services and service requests are delivered in accurate, timely and quality manner.
- Safe customer environments are maintained.
- Customer amenity.
- Operation within program and service budgets.

<b>ORGANISATIONAL RESPONSIBILITIES</b> <b>Key Responsibilities &amp; Key Tasks</b>
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- Contribute to the development of Corporate & Departmental Business Unit Plans.
- Promote and develop the Council's image, standing and role in the community as and where the opportunity presents itself.
- Demonstrate and promote a "customer first" approach when dealing with the community.
- Contribute to the delivery of quality services and identify areas for service delivery improvement.
- Demonstrate and promote Fair Treatment and Equal Employment Opportunity Principles in the workplace.
- Contribute to the organisation's continuous improvement program and the Organisational Strategy.
- Observe and uphold the Organisational Strategy in accordance with the Council's *CityPlan 2030: Shaping Our Future*.
- Pursuant to *Section 110* of the *Local Government Act*, observe and uphold the *Code of Conduct for Council Employees* and the Council's relevant Policies.
- Attend any training required in the position.

**Performance Indicators**

- Positive participation in the Corporate & Departmental Business Unit planning processes.
- Positive image of Council is portrayed at all times.
- Increase in community satisfaction with regard to the delivery of quality services.
- Increased awareness of and compliance with Fair Treatment and Equal Employment Opportunity Principles.
- Positive participation in the organisation's continuous improvement program, Organisational Strategy and required training courses.

## **2. ENVIRONMENTAL SUSTAINABILITY**

- Consider and ensure best environmental sustainability practices in line with *Outcome 4: Environmental Sustainability*, of the Council's *CityPlan 2030: Shaping Our Future*, when undertaking duties and in the delivery of services.

### **Performance Indicators**

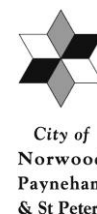
- Demonstrated commitment to environmental sustainability when undertaking work-related duties.
- Timely reporting of environmental incidents as per the *Accident / Incident Report Form (WHS-02680)*.

## **3. WORK HEALTH & SAFETY and INJURY MANAGEMENT**

- In accordance with Section 28 of the Work Health and Safety (WHS) Act 2012, while at work you must:
  - take reasonable care of your own health and safety; and
  - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
  - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
  - co-operate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
  - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
  - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
  - maintain their workplace in a tidy and safe condition;
  - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
  - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
  - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.



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- In addition to your obligations listed above, as Program Coordinator you are responsible for, and will be held accountable for, maintaining a safe work environment by controlling, directing and monitoring work practices within your area of responsibility, and in particular:
  - communicating the contents of the approved WHS policy, procedures, plans and programs to workers;
  - ensuring adherence to WHS policies and procedures within your sphere of control;
  - maintaining a basic awareness of safety issues within your respective area;
  - providing all workers (staff, contractors and visitors), who are required to enter an area under your control, safety induction prior to commencing work;
  - coordinating, and participating in, local WHS consultation processes;
  - constantly reviewing working procedures and practices within your area of responsibility;
  - ensuring all plant, machinery and equipment is properly maintained;
  - identifying, assessing and controlling hazards and WHS risks; and
  - providing data related to local WHS performance as required.

**Performance Indicators**

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

<b>4. ORGANISATIONAL VALUES</b>
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- Observe and uphold the Organisational Values and conduct all affairs in accordance with *Our Values* at all times in the discharge of all responsibilities, accountabilities and outcomes.

**Performance Indicators**

- Compliance, observance and adherence to Organisational Values (Our Values) at all times.

## PERSON SPECIFICATION

### QUALIFICATIONS AND/OR EXPERIENCE

- Experience in providing Outreach Services is highly desirable
- A relevant qualification in Library & Information Services is desirable.
- Current driver's license, Class C is essential.

### KNOWLEDGE

- Highly developed reader guidance knowledge.
- Sound understanding in the use of reader guidance tools for reader development and library materials and formats for discreet customer needs
- Understanding of the role of Libraries in developing communities.
- An understanding of social justice principles.
- Understanding of the diverse community needs, including individuals who may be socially isolated, unable to access the library due to personal circumstances, or are disenfranchised with library services.
- An understanding of collection standards for public libraries in South Australia.
- Understanding of the needs of people who are living with a disability, illnesses or disorders, and their carer's.
- An appreciation of the Council's *CityPlan 2030*.
- Working knowledge of Blue Cloud Acquisitions.
- Sound knowledge of PC software packages such as Microsoft Office, Publisher, Adobe and Objective.
- Working knowledge of the Symphony Library Management System and the One Card SA Library Network.
- Sound working knowledge of online library digital content platforms including (but not limited to) Overdrive (Libby), BorrowBox, PressReader, RB Digital, LinkedIn Learning, Kanopy etc.
- Working knowledge of the Internet and online reference databases.

### SKILLS

- Excellent customer service skills.
- Developed interpersonal and communication skills.
- Well developed reader guidance skills.
- Demonstrated interpersonal and communication skills, including the ability to relate to a diverse range of customers, volunteers, service providers and staff across the Council.
- High levels of empathy and developed listening skills, to liaise with customers in a sensitive and understanding manner to meet their needs
- Well developed degree of analytical ability and a demonstrated ability to use initiative in order to develop creative approaches to problem solving.
- Sound time management skills.
- Proven ability to coordinate service delivery within fixed resource parameters.
- Ability to understand difficult or challenging customer behaviours.
- Ability to continually adapt, implement change and continuously improve work processes.
- Ability to conduct reference searches of medium complexity.

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**EXPERIENCE**

- Experience in the provision of home based and/or community based Library Outreach services is highly desirable.
- Experience in a public library is essential.
- Experience in coordinating volunteers is desirable.

**PERSONAL ATTRIBUTES**

- A strong commitment to Customer Service Principles with a hands on approach.
- Ability to relate to people across a wide socio-economic demographic and culturally and linguistically diverse community.
- Advocate for the needs of the frail aged, socially isolated, people with an illness or disability (or their carers) in maintaining a quality of life within the City.
- Empathetic, friendly and welcoming nature.

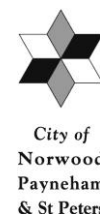
**DELEGATION & AUTHORITY**

- As set out in the relevant Delegations Schedule as approved and varied from time to time by the Council.

**JOB REQUIREMENTS**

- Position will involve night and weekend shifts (Saturday or Sunday) across the Library Service in accordance with the Library roster.
- National Criminal Record (Police) Clearance with no adverse findings.
- *Department of Human Services (DHS) Working With Children Clearance and Vulnerable Person-related Employment Clearance*
- Completion of training & attainment of skills applicable to Award Classification.
- Work Health & Safety (WHS) Competencies and training requirements include:
  - Sun Smart UVR (induction)
  - Hazardous Chemicals Awareness (induction)
  - Drugs & Alcohol Awareness (induction)
  - Environmental Hazards General Awareness (induction)
  - Hazardous Manual Tasks Awareness (induction)
  - Fatigue Awareness (annual)
- Be fit to undertake the inherent job requirements and the physical demands of the position and remain so during employment in accordance with reasonable work, health and safety expectations, and relevant policies and procedures.
- Attend training courses and relevant staff development courses and maintain competency levels.
- Complete duties as requested by a more senior officer than yourself.
- Complete duties within the timeframes allocated.

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**DATE POSITION CREATED:** June 2021

**DATE CURRENT INCUMBENT APPOINTED:**

**DATE CURRENT INCUMBENT TO COMMENCE:**

**EMPOWER REVIEW SCHEDULED FOR:**

**AGREEMENT:**

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties, skill requirement and the expected outputs and outcomes for the position of Library Outreach Service Coordinator.

**APPROVED BY:**

\_\_\_\_\_  
Mario Barone PSM  
**Chief Executive Officer**

\_\_\_\_\_  
Date

\_\_\_\_\_  
Suzanne Kennedy  
**Manager, Library Services & Lifelong Learning**

\_\_\_\_\_  
Date

This Position & Person Description which reflects and describes the responsibilities, duties, skill requirements and the expected outputs and outcomes for the position of Library Outreach Services Coordinator has been read and agreed to by

\_\_\_\_\_  
**Library Outreach Services Coordinator**

\_\_\_\_\_  
Date

# Our Values Behaviour Statements

## Individual Behaviour

## Organisational Behaviour

**Our People**  
 We are passionate, committed, empowered and accountable and we recognise the contribution of others.

### Our People

- I take responsibility for my own actions.
- I commit to being approachable, positive and contributing 100%.
- I am thoughtful, respectful and interested in others.

### Our People

- We engage with and have confidence in the ability of Our People.
- We appreciate differing work/life balance requirements.
- We encourage Our People to seek career-relevant opportunities for personal and professional development.

**Working Together**  
 A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.

### Working Together

- I offer praise and encouragement to my peers.
- I pull my own weight and willingly contribute to share the load.
- I commit to listening and being open to new ideas.

### Working Together

- We are aware and respectful of individual skills, needs and abilities.
- We are committed to removing barriers and silos.
- Communication is a key element of effectively working together.

**Leadership**  
 Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.

### Leadership

- I am a role model and I demonstrate this in my daily behaviour.
- I make time for all others.
- I provide and am receptive to constructive feedback.

### Leadership

- We offer support and encouragement.
- We are consistent in our leadership and sustainable decision-making.
- Our expectations are reasonable and we provide clear direction.

**Excellence**  
 We strive for excellence in everything we do and we encourage innovation and quality.

### Excellence

- I take pride and ownership in my work.
- I aim to be the best I can be.
- I am willing to go above and beyond.

### Excellence

- We recognise and celebrate high achievement and innovation.
- We are committed to the Australian Business Excellence Framework (ABEF).
- We seek and foster the best in Our People.

**Integrity**  
 We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.

### Integrity

- I am open, honest and reliable.
- I am respectful of others opinions.
- I am efficient, effective and outcome focused.

### Integrity

- We offer a safe and supportive working environment.
- We are open, honest and transparent in all our business endeavours.
- We are the role model for our community.

**Service**  
 We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

### Service

- I understand and uphold the 'big picture' service of our organisation.
- I am empathetic and adaptable to customer needs.
- I am willing to assist wherever possible.

### Service

- We have the right people in the right jobs.
- We engage with our community to understand their needs.
- We are committed to best quality customer service.

## Service Behaviours and Capabilities

Our People demonstrate the following service behaviours and use the capabilities to train, develop and focus our skills to ensure we are equipped to provide excellent service

	Behaviours	Capabilities
<b>One Council working together</b> We believe that by working together seamlessly we provide an outstanding experience	<ul style="list-style-type: none"> <li>I will collaborate to get better outcomes</li> <li>I will deliver in a mutually agreed timeframe</li> <li>I will reflect on how my actions contribute to the whole experience</li> </ul>	<ul style="list-style-type: none"> <li>Understanding of Systems Thinking and the impact of your actions and decisions</li> <li>Role clarity and understanding your role and the role of others</li> </ul>
<b>Own the experience</b> We know that service we provide is outstanding because each of us owns the whole experience from initiation to the outcome	<ul style="list-style-type: none"> <li>I will put myself in the customer's shoes which will guide my actions</li> <li>I will be courageous to give the customer the best experience I can</li> <li>I will follow up and follow through</li> </ul>	<ul style="list-style-type: none"> <li>Ability to be courageous in addressing customers' needs and trying new solutions</li> <li>Emotional intelligence</li> <li>Ability to follow up the service through the system</li> <li>Active listening skills</li> </ul>
<b>Bring my best</b> We know that we impact the people we are serving so we choose a positive impact every time	<ul style="list-style-type: none"> <li>I will be professional and positive</li> <li>I will ask for feedback and reflect on my service to improve</li> <li>I will practice self-regulation, self-care and know when to ask for help</li> </ul>	<ul style="list-style-type: none"> <li>Skilled in giving and receiving constructive feedback</li> <li>A commitment to stay up to date in technical skills and knowledge</li> <li>Employs strategies to maintain personal and professional resilience</li> </ul>
<b>Be adaptable</b> We know who we are serving and adapt our style to deliver what they need	<ul style="list-style-type: none"> <li>I will ask enough questions to understand what service is needed</li> <li>I will adjust my approach to suit the situation</li> <li>I will be proactive, consider alternatives and creative solutions</li> </ul>	<ul style="list-style-type: none"> <li>Skilled in being agile and adaptable</li> <li>Ability to look for alternatives for best outcomes</li> </ul>
<b>Keep it simple</b> We remove barriers and blockers that get in the way of outstanding service	<ul style="list-style-type: none"> <li>I will use language that is easy to understand</li> <li>I will actively listen and stay focused on the situation at hand</li> <li>I will offer relevant answers and solutions</li> </ul>	<ul style="list-style-type: none"> <li>Ability to communicate well and use positive and constructive language</li> </ul>