

Position description

Title:	Systems & Collections Officer	Position Number	3928
Classification:	Level 4		
Hub:	Community	Program Area:	Library & Family Services
Reports to:	Collection Development Librarian		
Direct Reports:	Systems and Collections Assistant		

Our vision and mission

Darwin 2030 – City for People. City of Colour.

We will work with the community and partners, provide leadership and deliver services that create opportunities to enhance the economic, cultural and environmental sustainability of Darwin.

Our strategic directions

- A capital city with best practice and sustainable infrastructure
- A safe, livable and healthy city
- A cool, clean and green city
- A smart and prosperous city
- A vibrant and creative city

Organisation operating model

City of Darwin's organisational operating model is an agile high -performance operating model based on supporting collaboration, improving speed of delivery of strategic outcomes, and growing innovation. The model consists of four operating hubs, the Office of the Lord Mayor and CEO, Community, Corporate and Innovation, and incorporates:

- an agile organisational structure,
- high-performance culture,
- enterprise leadership,
- psychological safe working environment, and
- high collaboration and communication.



Position objective

The Systems & Collections Officer will oversee the daily operations of the collections team, ensuring efficient execution of tasks related to collection development and acquisitions. This role supports the Collections Librarian in maintaining relevant, inclusive, and accessible library collections that meet community needs.

Key result areas

Corporate identity



- Promote and embody City of Darwin's Vision and Mission.
- Promote and embody City of Darwin's staff values, CARES (**C**ustomer Service, **A**ccountability, **R**espect, **E**xcellence and **S**olidarity).
- Act in accordance with and abide by the City of Darwin's Code of Conduct.

Service delivery

- Coordinate a team of Systems & Collections assistants, motivating and monitoring performance against work outcomes.
- Supervise and troubleshoot the resources receipting process as needed and provide support to the Collections Librarian for invoicing.
- Provide on-the-job training to library staff in processing, receipting, mending, and weeding of library collections.
- Assist the Collection Development Librarian with material selection for specialised subject areas, and order customer suggestions for purchase.
- With guidance from the Collection Development Librarian, create procedures and supervise regular stock rotation across the four branches.
- With guidance from the Collection Development Librarian, create procedures and supervise a regular weeding program across the four branches.
- Maintain collections procedures and ensure consistency across the library service.
- Promote library collections, maintain the new items shelf on the website, and take an active role in the social media group, creating content to increase collection turnover.
- Follow up on customer responses to long-overdue emails, including investigation, negotiation, and de-escalation.
- Participate in stocktaking for all City of Darwin Libraries.
- Record statistical data accurately and assist with maintaining the library's databases and catalogue.
- Ensure Library customers are provided with a positive, proactive and responsive customer service experience.
- Engage, support and connect library users with services, resources and activities.
- Assist customers in the library with general enquiries and the use of technology.
- Support customers in the use of self-serve technologies, computers, tablets and mobile devices, including social media and eBooks.
- Explain procedures and regulations to library customers.



- Participate in library activities and attendance at special events.
- Maintain order of library collections through shelving, sorting and shelf reading.
- Ensure all works performed are in accordance with standard operating procedures.

Team support (people and capability)

- Work professionally, cooperatively and respectfully with other team members to accomplish joint tasks and build positive working relationships.
- Actively coordinate, lead and participate in team meetings and other relevant forums, events or organisational meetings as required.
- Lead by example and maintain team compliance with all Human Resources policies, procedures and practices to ensure appropriate, fair and equitable people management is maintained at all times including, but not limited to:
 - Authorise fortnightly timesheets and relevant leave applications for direct reports.
 - Effectively manage employee relations issues in conjunction with Senior Management and Human Resources
 - Undertake recruitment activities and onboarding activities, such as providing a thorough departmental induction, as required.
- Proactively engage in performance management processes (ie. probation reviews and annual performance appraisals) as required.
- Undertake any other duties within the skill and scope of the position or your skill set, as directed.

Workplace health and safety

- Lead by example and maintain section compliance with all Workplace Health and Safety policies, procedures and practices to ensure City Of Darwin's duty of care and legislative obligations are maintained at all times including, but not limited to:-
 - Report all incidents, near misses and hazards immediately.
 - Investigate all accidents/incidents and ensure that adequate control measures are implemented to prevent reoccurrence.
 - Supervise and assist the WHS team in the return to work process for all injured employees.
- Ensure your personal health and safety and that of others in the workplace, and report all accidents, incidents and hazards immediately via WHS systems
- Comply with City of Darwin's Workplace Health and Safety (WHS) policies and procedures and WH&S Management System

Position prerequisites

- Diploma of Library and Information Services or equivalent allowing for ALIA professional membership – Library Technician (ALIATec).



- Minimum three (3) years' of experience working in a library.
- Working with Children Clearance (Ochre card).
- Ability to work within a library roster, including evenings and weekends.

Desirable

- Minimum of one (1) years' experience in a supervisory role.
- Possession of a Class C Drivers Licence.

APPROVED BY:

A handwritten signature in black ink, appearing to read "S. Rose".

Date: 13/11/2024

Executive Manager Library & Family Services

Employee Acknowledgement

I, _____ have read and understood the requirements of the role; responsibilities and accountabilities as outlined within this Position Description. I understand that I am also responsible for complying with Council's policies & procedures as they relate to my position.

Signed: _____ Date _____

