



JOB DESCRIPTION FORM

Public Sector Management Act 1994	Salaries/Agreement/Award Public Service Award 1992 Public Service and Government Officers CSA General Agreement 2017 or as replaced
Group: Education Business Services	Effective Date of Document 31 Jan 2019
Directorate: Business and Customer Services	
Branch: Corporate Information Services	

THIS POSITION

Title: **Library Manager**

Classification: **Specified Calling Level 2**

Position No: **00011835**

Positions under direct responsibility:

Title: Library Technician	Classification: Level 3	Position No: 00020412	Number of FTEs Controlled:
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REPORTING RELATIONSHIPS

TITLE: Director, Business and Customer Services

LEVEL: 9

POSITION NUMBER: 00038089

TITLE: Manager Corporate Information Services

LEVEL: 8

POSITION NUMBER: 00038130

This position and the positions of:

Title: EDRMS Administrator	Classification: Level 6	Position Number: 00030075
Coordinator Record Keeping Program	Level 6	00027112
Coordinator Records Operations	Level 6	00011840
Senior Consultant Information Release	Level 6	00011818
Policy Officer Record Keeping	Level 5	00030373

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CONTEXT

The Department of Education is Western Australia's largest public sector employer with approximately 45 000 staff or one third of the Government workforce in around 800 worksites.

We provide a system of public schools in which our aim is to ensure that every school is a good school, every teacher is effective and every student is successful.

The Department's other key responsibilities include:

- regulation of non-government schools in accordance with Part 4 of the School Education Act 1999
- administration of state funding to non-government schools
- higher education policy and planning
- legislative reviews
- providing secretariat services to the Teacher Registration Board of Western Australia, the Training Accreditation Council and the School Curriculum and Standards Authority.

The principles underpinning the Department's operations in Western Australia are:

- working collaboratively to achieve outcomes
- accepting responsibility and accountability for the achievement of outcomes
- enabling flexible, innovative and diverse work practices
- promoting confidence in the professional judgement of the Department's staff.

All Department actions are guided by four core values: Learning, Excellence, Equity and Care.

For further information, please visit: <https://www.education.wa.edu.au/>.

Education Business Services (EBS) is the key provider of professional business services and support for Western Australian public schools, statutory boards and divisions of the Department. These highly valued services are delivered through the areas of finance, information and communication technologies (ICT), and infrastructure. We continually strive to enhance the capability and responsiveness of our staff, systems and processes across the organisation to deliver high quality education.

We are committed to contemporary work practices and adhere to the following service delivery principles:

Responsive: We respond to and reflect the needs of our customers.

Flexible: We are flexible and understand that our customers are not all the same.

Transparent: We are clear and open about our services, processes and decision making.

Accountable: We hold ourselves to high standards and deliver on our commitments.

Collaborative: We work in partnership with our customers.

The Business and Customer Services (BCS) Directorate supports the objectives and outcomes of clients by providing value for money corporate services through skilled and motivated people. The BCS aims to deliver services within an environment of standardised systems and processes.

The Corporate Information Services Branch works to improve information quality, accessibility, reliability and security to support departmental business and is responsible for the provision of records management, Freedom of Information (FOI) and Library services.

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ROLE

The Library Manager:

Specialist Services

- manages the administration functions and physical, human and financial resources of the library, including monitoring and reporting on expenditure and budgets
- establishes, monitors and maintains efficient, responsive and client-focussed library and information services
- manages the maintenance and development of the library collection as required by the Collection Development Policy
- promotes the library services to Departmental staff, including developing publicity and promotional materials and activities
- provides orientation and training to Departmental staff in the use of library services, including information and online databases
- provides a high level of reference and support services to Department staff, including undertaking proactive research in order to anticipate staff information needs based on national and international education trends and innovation
- develops, implements and reviews library plans, policies and procedures, including the Collection Development Plan and Customer Service Charter
- oversees the cataloguing of all materials in the collection to ensure standards and processes are maintained
- ensures compliance with State and Federal Government legislation and Departmental policies and procedures.

Branch Support

- identifies library service business opportunities and risks and provides recommendations to senior management
- collates and prepares statistical and other information for reporting to senior management
- creates, reviews, edits and manages the library website
- manages staff performance in accordance with the Public Sector Performance Management Standard and Departmental policy
- monitors and manages staff leave entitlements to ensure accrued leave is cleared within a reasonable timeframe and in accordance with relevant awards, agreements and Departmental policy
- represents the Department on various working groups and committees related to library services
- contributes to a work environment that is safe, fosters equity and diversity, enables the achievement of personal and EBS goals and facilitates accomplishment of designated roles and deliverables
- contributes to change management projects relevant to the Branch.

Customer and Stakeholder Support and Liaison

- negotiates contracts and purchases and supervises the ordering, receiving and payment of all materials
- contributes to the Learning Resource Services Network (LRSN) to support its vision to connect to changes in Teaching, Learning and Assessment and to provide enhanced learning resource services to clients
- maintains a focus on customer service delivery and continuous improvement of services
- develops and maintains effective communication links and working relationships to ensure access to diverse specialist knowledge.

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OUTCOMES

The Library Manager is required to demonstrate achievement in relation to the following outcomes:

1. The development and implementation of an innovative library and information service that leads to improvements in client service delivery is managed.
2. Complex information requests are researched using specialist electronic and other information resources.
3. National and international trends in education and likely developments in user demands are monitored and appraised.
4. Business opportunities and risks are identified and active contribution is made to the development and implementation of strategic, operational and administration planning for Corporate Information Services.
5. Contracts and purchases are negotiated and managed to ensure best value through the review and selection of materials, including online and audiovisual, and maintenance of a library collection that meets the needs of staff across the state.
6. Development and management of documents is undertaken, including the collection development plan and customer service charter.
7. Relevant legislation and guidelines are applied and observed.
8. The Department is represented on LRSN, Government Libraries Group and other relevant groups.
9. Performance management and development is delivered effectively.
10. Accrued leave of staff is managed effectively.
11. Customers and other stakeholders are satisfied with services and support provided by the Branch.
12. Communication with staff at all levels across EBS and the Department is effective, clear and concise.

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SELECTION CRITERIA

The following selection criteria are to be read in conjunction with the overall context and requirements of this position.

1. Demonstrated well developed knowledge of contemporary trends and practices in information service delivery and experience in library management and electronic services.
2. Demonstrated well developed staff management, leadership and supervisory skills, including the ability to work in and foster a highly productive team environment.
3. Demonstrated well developed skills and experience in financial management and budgeting practices.
4. Demonstrated well developed high-level research and analytical skills with the ability to identify and resolve problems and exercise initiative.
5. Demonstrated well developed oral, written and interpersonal communication skills with an ability to liaise effectively with a wide range of individuals at all levels.

ELIGIBILITY

Employees will be required to:

- hold a relevant tertiary qualification and eligibility for professional membership to Australian Library and Information Association; and
- obtain a current Department of Education Criminal Record Clearance prior to commencement of employment.

TRAINING

Employees will be required to:

- complete the Department's induction program within three months of commencement;
- complete any training specific to this role required by Departmental policy; and
- complete the Department's training in Accountable and Ethical Decision-Making within six months of appointment.

CERTIFICATION

The details contained in this document are an accurate statement of the duties, responsibilities and other requirements of the position.

ENDORSED: 31 Jan 2019

DATE TRIM REF # D19/0019591