

POSITION DESCRIPTION

POSITION	Manager, Content & Access
SECTION / WORK UNIT	Collection Access
LOCATION	Geelong Library and Heritage Centre
AWARD CLASSIFICATION	Band 7
HOURS OF DUTY	76 hours per fortnight
CONDITIONS OF EMPLOYMENT	Geelong Regional Library Enterprise Agreement (2017) and its successors
REPORTS TO	Executive Manager, Digital Solutions & Innovation
OCCUPANT	Vacant
APPROVED BY	Executive Manager, Digital Solutions & Innovation
DATE	April 2021

GEELONG REGIONAL LIBRARY CORPORATION

Established in 1997, the Geelong Regional Library Corporation (GRLC) is a consistently recognised industry leader in Victoria. Leading the way to enable our community to thrive, we take our mission to heart to be an exemplary library service and create opportunities for our community to read, learn, work and connect with each other and the world.

Not only are we the custodians and distributors of accumulated knowledge and resources, we are also leading the way in all things technology and innovation to ensure inclusive access of this knowledge for all of us to be enriched, empowered and inspired in our lives.

We enable a safe space for all users to have the best library experience at all ages and have an incredibly rich calendar of learning and cultural programs throughout our network inclusive of the Geelong Library and Heritage Centre, our 16 community branches and 2 mobiles libraries across 4 local government areas.

We are honoured to undertake delivering on our important responsibilities and proud of strong established relationships based on respect, care and kindness.

POSITION OBJECTIVES

- The Manager Content & Access is responsible for implementing strategic direction and operational delivery of GRLCs customer-centric Content and Access services, ensuring and enabling:
- A holistic view of content at Geelong Regional Libraries – print, digital, born digital, digitised
- The delivery and responsibility for implementation of reader development strategy
- A collaborative, network-wide, community and customer-focussed approach to continuous development, enhancement and management of content and access
- A strategic focus on the management and discoverability of content through contribution to the deployment, development and management of the LMS and discovery systems
- A strategic focus on the accessibility of the collections for people with diverse abilities.

- Evidence-based decision-making for development and management of content and for the direction of core systems for data management and discoverability
- A strategic focus on the management of metadata, to ensure data integrity and discoverability, removing barriers to finding content easily
- A forward-thinking and innovative approach to new content creation, focused on the customer
- The discovery of, visibility and access to rich and varied collections which reflect the unique place of Geelong and its regions
- Delivery of value for money in the strategic and operational management of content development and management
- Sound financial management of a capex and operational budget
- The Manager Content & Access is recognised by internal and external stakeholders as a key authority on library services related to the strategic direction and operational delivery of Content & Access . As a member of the Strategic Leadership Team, the role models a culture of change, improvement and innovation.
- This role is a key contributor to the strategic thinking of the Library and takes the lead in the Library's responsibilities regarding censorship and access to information.

ROLE RESPONSIBILITIES

Leadership & Innovation

- Under the supervision of the Executive Manager Digital Solutions & Innovation, contribute to and implement the strategic direction and operational delivery of GRLCs customer-centric collections and information services to ensure customer needs are met.
- Provide leadership and direction to the Information Services Librarians and Content & Access team and contribute to the wider leadership of the GRLC
- Provide expert strategic advice in relation to collection trends nationally and internationally
- Lead the implementation of long term collection asset management plans to ensure library collections both digital and physical, are developed, maintained, housed and enhanced to meet the needs of all current and future customers
- Lead collaboration with colleagues on innovative solutions for content access and storage
- Build and maintain knowledge and expertise in the area of collections development and information service delivery
- Foster an innovation culture which acts on innovations and records results
- Challenge established thinking and the status quo in pursuit of better outcomes. Think beyond what is currently done to create new opportunities
- Participate and lead in change efforts across Content & Access team and the broader Library network
- Assist others to improve their acceptance of change by identifying and helping to overcome sources of resistance
- Liaising with Library Coordinator to inform of any issue
- Discussing specialised professional development opportunities and discuss with appropriate Branch Librarian to assess operational impacts on the branch
- Lead ISL team in the provision of programs and events

- Lead ISL team in the provision of services for reader development and digital literacy

Customer and Stakeholder Management

- Develop and maintain productive relationships with key national and international participants within the library and information sector
- Work closely with management colleagues across the organization and with frontline customer services
- Proactively and systematically manage key stakeholders to ensure support and co-operation for vision, future state and proposed changes
- Maintain excellent relationships with vendors, suppliers, external consultants, contractors, project managers and industry professionals to enhance GRLCs business partnerships
- Stakeholders are consulted, advised and informed of relevant events or initiatives related to the service
- Develop and maintain productive relationships with key national and international participants within the library and information sector
- Manager Content and Access is recognised by internal and external stakeholders as a key authority on library and information services related to content development and access
- Work with Marketing/Comm and Events team to shape and deliver programming that supports the organisation at a strategic level

Change Management

- Drive and lead continual improvement by championing a change approach and culture in support of strategic objectives
- Consult, communicate and manage change processes to ensure staff understand the rationale for change
- Effectively manage risk associated with change
- Deliver business continuity in tandem with ensuring the implementation of changes

Content & Access

- Ensure specialist expertise is shared throughout the team and, where appropriate Branch Libraries, to widen the skills and knowledge of staff to the benefit of library services
- Ensure the GRLC Collection Policy principles are applied proactively to all aspects of service delivery
- Contribute to the development of a Collection Development Policy which reflects the objectives of the library service as detailed in the Library Plan
- Manage and coordinate content selection, interlibrary loans and information services
- Develop and implement standards, guidelines and procedures for the regional collection
- Implement evidence based stack management principles in developing an asset plan for the collection
- Monitor and evaluate collections according to community need and demand

including analysis of community demographics and trends

- Inform, train and support staff to manage and promote the collections according to established policies, standards, guidelines and procedures
- Actively aim to improve service access through submissions for grants, donations, sponsorships or in-kind support

Information Services

- Manage and coordinate content selection, interlibrary loans and information services
- Develop and implement standards, guidelines and procedures for the regional collection
- Implement evidence based stack management principles in developing an asset plan for the collection

Reader Development

- In conjunction with Executive Manager supervision, develop and implement a Reader Development Strategy for the GRLC.
- Manage the strategic direction of reader development by implementing and reviewing the Reader Development Strategy, and specifically:
- Ensure that frontline staff are trained in reader-centred practice
- Collections are maintained, housed and promoted using reader-centred principles
- Collections are displayed to facilitate browsing and to promote discovery
- Support the development and expansion of Reader Development, and Digital Literacy programming

Organisational Responsibilities and Risk Management

- Ensure consistent and accurate interpretation and application of legislative and regulatory frameworks, policies and practices
- Be familiar with the application of the Library's Risk Management and Policy and be accountable for the monitoring of adherence and implementation of the policy within the areas of responsibility
- Coordinate and manage GRLCs application of sound risk management practices relating to library collection management and information services within the workplace and community
- Ensure adherence to Occupational Health and Safety Policies including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes
- Ensure any employee/s under supervision are trained in safe work practices and safe operation of equipment and are made aware of all occupational health and safety policies and procedures
- Practice and promote Equal Opportunity principles by treating fellow staff fairly and equitably and without discrimination and harassment

Financial Responsibilities

- Contribute to annual, long term, asset management and business planning development for GRLC
- Manage allocated annual budget in accordance with organisational policies and practices
- Negotiate and manage supplier contracts relating to Content and Access
- Plans and budgets are implemented and performance monitoring controls indicate that agreed targets are being achieved within allocated resourcing
- Future-focussed plans are in place for the development, content, format, access, and housing of GRLC collections both physical or digital

CLASSIFICATION DEFINITIONS

ACCOUNTABILITY AND EXTENT OF AUTHORITY

- The Manager, Content & Access is accountable to the Executive Manager Digital Solutions and Innovation for the effective and efficient management and operation of the Information Services Librarians and Content and Access services team. This includes the management of resources and projects within Library objectives and development of relevant policy and procedure.

JUDGEMENT AND DECISION MAKING

- Identify matters requiring the attention of the relevant Executive Manager, the CEO and the Board as necessary
- Identify and resolve problems impacting GRLC Content and Access team
- Implement policies and procedures and establish new procedures as required
- Policy will be developed in consultation with the relevant Executive Manager.

SPECIALIST SKILLS AND KNOWLEDGE

- Awareness of and ability to contribute to the development & implementation of GRLC policies and strategies
- Sound general knowledge and interest in reader and literacy development
- Substantial experience managing, developing and procuring library collections
- Experience in contract management, including evaluation and reporting
- Ability to use Library Management systems and software packages such as excel for completion of collections tasks and reporting / analysis
- Well-developed project management skills
- Professional awareness developed through reading of professional and other relevant literature and attendance at professional meetings and seminars
- Demonstrated ability in the development and delivery of format neutral collections and information services and programs
- High proficiency in information retrieval and the use of information technology for the delivery of Information Services
- Ability to plan, develop and contribute to community based programs & activities

- Proven interest in and awareness of future trends in library service and product development
- Sound judgement in managing risks and issues
- Proven ability to think strategically and execute operationally
- Proven decision-making, delegation and communication skills
- Ability to earn respect across all levels and communities
- A strategic, innovative and forward thinker who maintains currency of thinking
- Well-developed relevant national and international networks and active participation in communities of practice
- Ability to foster and develop organisation culture change
- Knowledge and understanding of long-term planning for content and access solutions

MANAGEMENT SKILLS

- Demonstrated ability to lead projects, foster high morale, provide feedback and coach for best practice
- Manage relevant budget expenditure and make recommendations for budget consideration for future capital, operational and/or development initiatives
- Achieve GRLC objectives through the management of key deliverables and responsibilities within budget and timelines
- Participate and contribute to the development of the Corporation as part of the Strategic Leadership Team
- Actively contribute to strategic and operational planning, development and review of policy and management within the Content and Access services team and Information Services Librarians.
- Submit clear and concise reports in relation to Content and Access key performance indicators according to organisational timelines and requirements

INTERPERSONAL SKILLS

- Proven ability to think strategically and execute operationally
- Strong emotional literacy that enables effective leadership and development of staff
- A strategic, innovative and forward thinker who maintains currency of thinking
- Ability to gain cooperation and deliver projects with diverse key stake holders
- Knowledge and understanding of long-term planning for content and access
- Proven interest in and awareness of future trends in library service and product development
- Represent GRLC at internal and external user group and stakeholder activities to investigate, recommend and report on emerging collections and/or alternative approaches

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualification in a Librarianship with eligibility for Associate membership of the Australian Library and Information Association (ALIA)
- A minimum of ten years experience in the library and information sector at a senior management level
- A high level of business acumen and practical experience in planning and managing financial budgets and other resources
- Significant experience in Collection management and in the development of

customer-centric library services

- Experience in working collaboratively at a senior level
- Project management experience, including as a project sponsor
- Demonstrated understanding of complex LMS and discovery platforms & network infrastructure
- Demonstrated understanding of reader development principles
- Knowledge and understanding of long-term planning for Library collections
- Strong networking and relationship skills including developing effective relationships with customers, vendors and suppliers
- Proven capability as a leader with the ability to motivate high performing teams
- Experience in successful change management
- Demonstrates knowledge, understanding, respect and sensitivity to cultural differences

KEY SELECTION CRITERIA

- Eligibility for Associate Membership of Australian Library & Information Association
- A minimum of five years' experience in the library and information sector at a senior management level
- Demonstrated understanding and deep appreciation of the role of public libraries in communities and the local government sector
- Excellent knowledge of the role of reader development in public libraries.
- Demonstrated ability to manage collections and information services related strategic and operational activities in a changing environment
- Proven ability to manage human, financial and physical resources
- Advanced information retrieval and technology skills
- Ability to manage diverse projects and oversee multiple operational activities
- Ability to foster positive relationships, gain cooperation and assistance, develop and coach individuals and teams, to achieve organisation objectives and contribute to staff development
- Demonstrated experience in the development of high quality, relevant and community focused public library collections and information services
- Demonstrated experience of leading and delivering projects to meet strategic goals
- Demonstrated ability to risk manage operations and projects in a changing environment
- Business acumen and practical experience in planning and managing financial budgets and other resources including people management
- Demonstrated ability to analyse and interpret data and appraise emerging publishing trends to plan possible impact on service delivery and make recommendations regarding future collections and trends
- Proven ability to research, write and present comprehensive evidenced based reports and plans and effectively communicate to a diverse audience
- Current Victorian Drivers Licence.

ORGANISATIONAL RESPONSIBILITIES

1. Library Plan

Contribute to the achievement of the vision, mission and goals through the strategies and actions articulated in the Library Plan.

- Adopt and model GRLC's values embodied in the service principles articulated in the Library Plan:
 - Intellectual freedom
 - Equity and access
 - Community focus and engagement
 - Innovation
 - Collaboration
 - Workforce support and development
 - Integrity and service excellence
 - Good governance.

2. Occupational Health & Safety

- Adhere to all Occupational Health and Safety Policies including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.
- Take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions in our workplace.

3. Culture

- Contribute to a more flexible, resilient and proactive culture by participating in organisational teams including the Strategic Leadership Group and the Library Services Team.
- Practice and promote EEO principles by treating fellow staff fairly and equitably and without discrimination and harassment
- Promote a positive image of the library to the community through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner
- Ensure awareness and adherence to all Geelong Regional Library Corporation policies and procedures.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Executive Manager, Digital Solutions & Innovation
Directly supervises:	Collection Services team Collection Projects Inter Library Loans Information Services Librarians
Internal Liaisons:	All staff
External Liaisons:	Library users Education sector Community sector Victorian public library colleagues External suppliers, contractors & service providers Member Council staff Guests and visitors to the libraries

OTHER RELEVANT INFORMATION

- The Manager, Content & Access position is classified as a Band 7 within the Geelong Regional Library Corporation Enterprise Agreement 2017 and the salary is currently \$92,138 to \$102,340 plus superannuation.
- Vision Super scheme is the default fund as determined in this agreement. Annual, sick and long service leave accruals will apply pursuant to the Agreement.
- GRLC is a child safe and child friendly organisation committed to ensuring that all children who visit our libraries have the right to feel and be safe. Appointments to positions are subject to successful applicants providing positive Working with Children and Police checks.
- GRLC values equal opportunity and strives to create an inclusive and welcoming work environment that represents the diverse community we service. Applicants from Aboriginal and Torres Strait Islander people are encouraged to apply.
- We encourage expressions of interest and applications from people with a lived experience of disability, or long term illness or injury and people of all abilities, cultures, age, sex and gender.
- A six month probation period applies.

APPLICATION PROCESS

Applications marked “private and confidential” including a covering letter, curriculum vitae, statement addressing the key selection criteria and three professional referees should be forwarded by email to:

Shane Brown, People Coordinator at jobs@grlc.vic.gov.au

Enquiries: Shane Brown, People Coordinator 03 4201 0511

Applications close Sunday 9th May 2021