

Role Description

Library Technician



Cluster	Department of Enterprise, Investment & Trade
Agency	Museums of History NSW
Division/Branch/Unit	Collections Division / Access Services Team
Location	Sydney
Classification/Grade/Band	Library Technician Grade 1
Role Number	ACC002
ANZSCO Code	399312
PCAT Code	1115492
Date of Approval	26 October 2023
Agency Website	www.mhnsw.au

Agency overview

Museums of History NSW (MHNSW) is an executive agency within the NSW Department of Enterprise, Investment and Trade and reports to the NSW Minister for the Arts. MHNSW is administered under the Museums of History NSW Act 2022.

MHNSW brings together the museums, historic houses and associated collections previously in the care of Sydney Living Museums with the vast collection of more than 13 million items held by the NSW State Archives. This includes one of the world's most complete and important collections documenting colonisation.

Providing greater access to and understanding of our state's rich and varied histories, stories and cultures is paramount to MHNSW with truth-telling and respect at the core of our approach. With a formidable asset base worth \$1.6 billion, we are focused on growing, managing, preserving and providing public access to the State Archives Collection and the objects, materials, buildings, places and stories that shape the historical, social, political and cultural identity of NSW.

MHNSW also operates commercial services that contribute significantly to the organisation's sustainability, including retail, food and beverage, venue hire, commercial records storage, records management, digitisation and consultancy services.

Primary purpose of the role

Provide information to internal and external stakeholders to facilitate general and document delivery services and participate in the development of the Caroline Simpson Library & Research Collection's online catalogue and databases.

Key accountabilities

- Collaborate with the Research Librarian to provide information services based on the Caroline Simpson Library & Research Collection to members of the general public and staff.
- Implement agreed circulation procedures to enable the processing of issues, returns and reserves from the Caroline Simpson Library & Research Collection.

- Upload digital copies of collection items to appropriate platforms for preservation and access and updating Library webpages.
- Deliver sales and supply of images of collection items to external customers.
- Create original and copy bibliographic records and metadata for monographs and serials according to international cataloguing standards.
- Provide document delivery services to staff and the wider library community through the participation in the Libraries Australia Document Delivery (LADD) service.
- Undertake collection maintenance tasks to coordinate the annual stock take of the general library collection, plan and carry out regular shelf checking and tidying, processing newly catalogued items and identify items for repair and conservation.

Key challenges

- Developing and maintaining an understanding of the agency's sites, current and past exhibitions and public programs to facilitate the provision of accurate ready reference information to the general public.
- Scheduling and managing a variety of database and collection management tasks to ensure deadlines are met while at the same time maintaining a high level of customer service.

Key relationships

Who	Why
Internal	
Research Librarian	<ul style="list-style-type: none"> • Receive guidance from and provide support in providing professional library services. • Share knowledge of the information needs of staff and use the knowledge to inform recommendations for collection development.
Staff across the agency	<ul style="list-style-type: none"> • Respond to requests by providing information and documents.
External	
Members of the general public	<ul style="list-style-type: none"> • Provide up to date accurate information. • Provide high level of customer service in responding to and assist with enquiries.
Suppliers	<ul style="list-style-type: none"> • Liaise with to ensure in regards to serial subscriptions creation and maintenance.

Role dimensions

Decision making

This role:

- Prioritises own workload in order to meet deadlines and manage daily work in consultation with the supervisor.
- Takes active ownership of own work.
- Provides prompt and relevant information to internal stakeholders.
- Is committed to working in a team to achieve agreed objectives.
- Maintains efficient lines of communication.
- Refers to supervisor for decisions that require change or fall outside standard guidelines and practice.
- Recognises when to make decisions and ask relevant questions.

- Adheres to project timelines, budgets and briefings set by the supervisor.
- Works independently and as part of a team.

Reporting line

This role reports to the Research Librarian.

Direct reports

Nil

Budget/Expenditure

Nil

Essential requirements

- Qualifications acceptable for library technician membership to the Australian Library and Information Association (ALIA) or equivalent qualifications or experience.
- Sound knowledge of library information systems and online retrieval services, with particular emphasis on circulation and cataloguing procedures.
- Good knowledge of the principles and application of international standards for bibliographic control including MARC21, DDC, LCSH and AACR2.
- Experience with Libraries Australia and other online databases.
- Experience providing circulation and information services to library patrons in a corporate environment.
- Well-developed interpersonal and communication skills and the ability to work effectively on an individual basis or cooperatively as a member of a team.
- Strong customer service skills with experience providing information to both internal and external stakeholders.





Capabilities for the role

The NSW Public Sector Capability Framework applies to all NSW public sector employees. The Capability Framework is available at www.psc.nsw.gov.au/capabilityframework

Capability summary

Below is the full list of capabilities and the level required for this role. The capabilities in bold are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

NSW Public Sector Capability Framework

Capability Group	Capability Name	Level
 Personal Attributes	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Intermediate
	Value Diversity	Foundational
 Relationships	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
 Results	Deliver Results	Foundational
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Intermediate
 Business Enablers	Finance	Foundational
	Technology	Intermediate
	Procurement and Contract Management	Foundational
	Project Management	Foundational

Focus capabilities

The focus capabilities for the role are the capabilities in which occupants must demonstrate immediate competence. The behavioural indicators provide examples of the types of behaviours that would be expected at that level and should be reviewed in conjunction with the role’s key accountabilities.

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Personal Attributes Manage Self	Intermediate	<ul style="list-style-type: none"> Adapt existing skills to new situations Show commitment to achieving work goals Show awareness of own strengths and areas for growth and develop and apply new skills Seek feedback from colleagues and stakeholders Maintain own motivation when tasks become difficult
Relationships Communicate Effectively	Intermediate	<ul style="list-style-type: none"> Focus on key points and speak in ‘Plain English’ Clearly explain and present ideas and arguments Listen to others when they are speaking and ask appropriate, respectful questions Monitor own and others’ non-verbal cues and adapt where necessary Prepare written material that is well structured and easy to follow by the intended audience Communicate routine technical information clearly

NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
Relationships Commit to Customer Service	Intermediate	<ul style="list-style-type: none"> • Support a culture of quality customer service in the organisation • Demonstrate a thorough knowledge of the services provided and relay to customers • Identify and respond quickly to customer needs • Consider customer service requirements and develop solutions to meet needs • Resolve complex customer issues and needs • Co-operate across work areas to improve outcomes for customers
Results Demonstrate Accountability	Intermediate	<ul style="list-style-type: none"> • Take responsibility and be accountable for own actions • Understand delegations and act within authority levels • Identify and follow safe work practices, and be vigilant about their application by self and others • Be alert to risks that might impact the completion of an activity and escalate these when identified • Use financial and other resources responsibly
Business Enablers Technology	Intermediate	<ul style="list-style-type: none"> • Apply computer applications that enable performance of more complex tasks • Apply practical skills in the use of relevant technology • Make effective use of records, information and knowledge management functions and systems • Understand and comply with information and communications security and acceptable use policies • Support the implementation of systems improvement initiatives and the introduction and roll-out of new technologies