LIBRARY TECHNICIAN

BRANCH/UNIT	TAFE NSW Student Services
TEAM	Library Information Service
LOCATION	Various
CLASSIFICATION/GRADE/BAND	Library Technician Grade 1
POSITION NO.	Various
ANZSCO CODE	TBA	PCAT CODE	TBA
TAFE Website	www.tafensw.edu.au

1. ORGANISATIONAL ENVIRONMENT

TAFE NSW's purpose is to skill the workforce of the future. It is Australia's leading provider of vocational education and training with over 500,000 annual enrolments and a proud history for setting the benchmark for quality service. As the NSW public provider, it supports the NSW Government's priority to grow skills for the economy and jobs of tomorrow. Critically, TAFE NSW plays a vital role in providing vocational education in rural and regional NSW, and job training pathways for the most vulnerable in the community.

TAFE NSW offers the best of campus-based delivery as well as flexible, online and work-based learning. The TAFE NSW values of Customer First, Collaboration, Integrity and Excellence guide our team in strengthening communities, delivering world-class training for our students and producing job ready graduates for employers. The operating environment for TAFE NSW is dynamic as we leverage our scale, expertise, passion and reputation to meet the rapidly changing VET landscape.

TAFE NSW is committed to its students and customers and the role it plays in changing lives and opening up opportunities through learning.

2. POSITION PURPOSE

Library Technicians work collaboratively and are responsible for playing a vital role in the provision of customer service, with a focus on operational and technical aspects of library and information services.

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3. KEY ACCOUNTABILITIES

1. Provide front of house and online library services , assistance and support to enable access to library resources and facilities by customers and students from a range of sectors.
2. Provide support and operate IT and AV equipment, develop instructional materials and maintain accurate records and statistics to ensure efficient operations and reporting of information.
3. Maintain library resources, records and systems, including copy cataloguing, classification and Inter Library Lending services.
4. Contribute to the preparation, deployment and evaluation of high quality library and information collections and library guides to meet the information needs of all customers.
5. Work effectively across the Learning Locations including face to face and virtual strategic teams and develop and assist with presenting promotional materials, programs, displays and conducting library tours.
6. Contribute to responsible asset management by assisting in the development, operation and evaluation of library equipment and facilities.
7. Contribute to the development of a team culture, which encourages and supports innovation, customer responsiveness and the empowerment of staff to enable the institute to reach current and future strategic direction.
8. Reflect TAFE NSW's values in the way you work and abide by policies and procedures to ensure a safe, healthy and inclusive work environment.
9. Place the customer at the centre of all decision making.
10. Work with the Line Manager to develop and review meaningful performance management and development plans.

4. KEY CHALLENGES

- Responding to changes in technology.
- Changing customer learning needs and study requirements.
- Ongoing organisational change.
- Working in virtual environments.

5. KEY RELATIONSHIPS

WHO	WHY
Internal	
Library Team Leader	• Receive leadership, direction and support
Managers and staff	• To understand and provide services required.
Team members and other library staff	• To collaborate in the provision of service to library customers.
Library customers	• For the provision of highly customer focused services.

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External

Vendors	• For liaison relating to supply of services and products.
Community members	• To understand and provide services required.
Institute partners	• For information exchange and library service provision.
Other libraries	• For library services information exchange.
TAFE Sector Staff	• For general information exchange.

6. POSITION DIMENSIONS

Reporting Line: Librarian (Grade 3)

Direct Reports: Nil
Indirect Reports: Nil

Financial delegation: TBA
Budget/Expenditure: TBA

Decision Making:

- Makes decisions that may have a minor impact externally within defined parameters and based on sound subject matter knowledge and professional judgement.
- Matters requiring a higher level of approval are referred to the Reporting Line Manager.

7. ESSENTIAL REQUIREMENTS

1. Qualification providing eligibility for admission to Library Technician membership of the Australian Library & Information Association or equivalent combination of qualifications and experience.
2. Broad knowledge and understanding of library and information services, systems, and procedures.
3. Ability to address and meet focus capabilities as stated in the position description.

8. CAPABILITIES

NSW Public Sector Capability Framework

Below is the full list of capabilities and the level required for this role as per the NSW Public Sector Capability Framework. The capabilities **in bold** are the focus capabilities for this role. Refer to the next section for further information about the focus capabilities.

Capability levels are as follows and reflect a progressive increase in complexity and skill:

Foundational **>** Intermediate **>** Adept **>** Advanced **>** Highly Advanced

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CAPABILITY GROUP	NAME	LEVEL
Personal Attributes	Display Resilience & Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	**Intermediate**
	Value Diversity	Foundational
Relationships	**Communicate Effectively**	**Intermediate**
	Commit to Customer Service	**Intermediate**
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Intermediate
Results	**Deliver Results**	**Intermediate**
	Plan And Prioritise	Foundational
	Think and Solve Problems	**Intermediate**
	Demonstrate Accountability	Foundational
Business Enablers	Finance	Foundational
	Technology	**Intermediate**
	Procurement and Contract Management	Foundational
	Project Management	Foundational

FOCUS CAPABILITIES

The focus capabilities for the Library Technician 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 position's key accountabilities.

NSW Public Sector Focus Capabilities

NSW Public Sector Capability Framework		
Group and Capability	**Level**	**Behavioural Indicators**
Personal Attributes Manage Self	Intermediate	• 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	• 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.
Relationships Commit to Customer Service	Intermediate	• 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.

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NSW Public Sector Capability Framework

Group and Capability	Level	Behavioural Indicators
		• 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.
Relationships Work Collaboratively	Intermediate	• Build a supportive and co-operative team environment. • Share information and learning across teams. • Acknowledge outcomes which were achieved by effective collaboration. • Engage other teams/units to share information and solve issues and problems jointly. • Support others in challenging situations.
Results Deliver Results	Intermediate	• Complete work tasks to agreed budgets, timeframes and standards. • Take the initiative to progress and deliver own and team/unit work. • Contribute to allocation of responsibilities and resources to ensure achievement of team/unit goals. • Seek and apply specialist advice when required.
Business Enablers Technology	Intermediate	• 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.

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