

Position Description

Systems Librarian

July 2026

DETAILS

Team and Department	Library Services
Division	Community and Culture
Supervisor	Coordinator Library Business & Systems
Direct Reports	Technology Library Officer (1) Systems Library Assistant (1)
Grade	15
Delegation of Authority	In accordance with Council Delegations
Budget Expenditure	No responsibility for managing expenditure
Procurement Expenditure Levels	\$0

PURPOSE

Provide specialist administration and support of the Library Management System and associated library technologies, ensuring reliable access to library collections, digital resources and customer-facing services. The role is responsible for maintaining and improving library systems and technology services, supporting staff and customers, and coordinating with vendors, IM&T and other stakeholders to ensure effective delivery of technology solutions across Library Services.

KEY ACCOUNTABILITIES

1. Administer, maintain and enhance the Library Management System (Polaris) and associated integrations, ensuring systems remain reliable, functional and aligned with operational requirements.
2. Coordinate the operation, maintenance and continuous improvement of library technology systems and customer-facing technologies, including RFID, print, payment and room booking management system and other library technology services.
3. Monitor system performance, investigate issues, and coordinate troubleshooting, maintenance and support activities with vendors, IM&T and service providers to minimise service disruptions
4. Coordinate the testing, implementation and support of system upgrades, new technologies and service enhancements, ensuring effective deployment and minimal disruption to library operations
5. Collect, analyse and report on the performance and usage of library systems, collections and customer-facing technologies. Prepare statistical and operational reports, undertake collection and circulation analysis, monitor borrowing patterns, resource usage and service performance, and provide insights to support collection management, service planning and continuous improvement across Library Services.
6. Develop, maintain and review system documentation, procedures, workflows and operating instructions to support efficient, consistent and compliant service delivery
7. Provide training, guidance and technical support to library staff, building knowledge and confidence in the effective use of technology systems.
8. Act as the primary liaison for library technology matters with vendors, suppliers, IM&T and other internal stakeholders, including support coordination, service monitoring and procurement input where required

9. Supervise direct reports, including allocating work, setting priorities, supporting staff development, managing performance and participating in rostered customer service duties as required.
10. Contribute to improved customer service and maintain contact with the community information needs by participating in the public duty roster at all locations.

KNOWLEDGE, SKILLS AND ABILITIES

ESSENTIAL

1. Tertiary qualifications in Information Management and Technology/Library and Information Services (eligible for ALIA membership), or equivalent relevant experience.
2. Demonstrated experience administering and supporting a Library Management System (LMS) and associated library technologies, such as RFID, print, payment and room booking management system and other customer-facing technologies.
3. Experience coordinating technology projects and system enhancements, including planning, testing, implementation and upgrades.
4. Well-developed analytical and problem-solving skills, including experience in data analysis, collection and circulation analysis, and reporting to support service planning, operational improvements and decision-making
5. Experience working collaboratively with vendors, suppliers and IT teams to coordinate support, resolve technical issues and monitor service performance
6. Proven experience supervising staff, including allocating work, developing capability, providing technical guidance and supporting performance outcomes.
7. Highly developed communication and interpersonal skills, with a strong commitment to customer service, accessibility, inclusion and continuous improvement, including the ability to communicate technical information to non-technical audiences.

DESIRABLE

1. Qualifications or training in Information Technology, Systems Administration, Data Analytics or Project Management
2. Experience with Polaris LMS (Innovative) and associated system integrations.
3. Experience with FE Technologies RFID systems, self service infrastructure and Monitor systems (PC and room booking, printing and payments.)
4. Experience in Local Government and/or public library environments

CAPABILITIES FOR THE ROLE

Randwick City Council has adapted the NSW Local Government Capability Framework which describes the core knowledge, skills and abilities required (expressed as behaviours) and sets out clear expectations about performance in local government i.e., “how we do things around here”. It builds on organisational values and creates a common sense of purpose for both elected members and all levels of our workforce. The NSW Local Government Capability Framework is available at [Capability Framework - Local Government NSW \(lgnsw.org.au\)](http://Capability Framework - Local Government NSW (lgnsw.org.au))

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

RCC adapted NSW Local Government Capability Framework

Capability group	Capability Name	Level
 Personal Attributes	Manage Self	Advanced
	Display Resilience and Adaptability	Advanced
	Act with Integrity	Advanced
	Demonstrate Accountability	Advanced

 Relationships	Communicate and Engage	Advanced
	Community and Customer Focus	Advanced
	Work Collaboratively	Advanced
	Influence and Negotiate	Adept
 Achieving Results	Plan and Prioritise	Advanced
	Think and Solve Problems	Advanced
	Create and Innovate	Advanced
	Deliver Results	Advanced
 Managing Resources	Finance	Adept
	Assets and Tools	Advanced
	Technology and Information	Highly Advanced
	Procurement and Contracts	Intermediate
 Workforce Leadership	Manage and Develop People	Adept
	Inspire Direction and Purpose	Adept
	Optimise Workforce Contribution	Intermediate
	Lead and Manage Change	Advanced

FOCUS CAPABILITIES

The focus capabilities for the position are those judged to be most important at the time of recruiting. These capabilities must be met for a candidate to be suitable for appointment.

RCC adapted NSW Local Government Capability Framework

Capability group and name	Level	Behavioural indicators
Personal attributes – Demonstrate Accountability	Advanced	- Is prepared to make decisions involving tough choices and weighing of risks - Addresses situations before they become crises and identifies measures to avoid recurrence - Takes responsibility for outcomes, including mistakes and failures - Coaches team members to take responsibility for addressing and resolving challenging situations - Oversees implementation of safe work practice and the risk management framework
Relationships – Communicate and Engage	Advanced	- Presents with credibility and engages varied audiences - Translates complex information concisely for diverse audiences - Creates opportunities for others to contribute to discussion and debate - Demonstrates active listening skills, using techniques that contribute to a deeper understanding - Is attuned to the needs of diverse audiences, adjusting style and approach flexibly - Prepares (or coordinates preparation of) high impact written documents and presentation
Achieving results – Deliver Results	Advanced	- Sets high standards and challenging goals for self and others - Delegates responsibility appropriately and provides support - Defines what success looks like in measurable terms - Uses own professional knowledge and the expertise of others to drive results - Implements and oversees quality assurance practices

Managing resources – Technology and Information	Highly Advanced	• Ensures effective governance enables efficient and effective applications of technology in the organisation • Ensures effective governance of information and communications security and use policies • Encourage research and expert advice on the application of emerging technologies • Critically assesses business cases to introduce new technologies
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CORPORATE REQUIREMENTS

Position falls under the definition of child related employment YES

WHS General Construction Induction (White) card YES

Good driving record or possession of a driving licence required NO

Specify licence type: Choose an item.

Position required to make a disclosure of pecuniary interest YES

Criminal History Check NO

Record keeping responsibilities YES

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority.

Code of Conduct

All staff are required to adhere to the Code of Conduct.

Workplace Health and Safety

All staff are required to adhere to Councils Workplace Health and Safety Policy.

Equal Employment Opportunity

All staff are required to participate in and demonstrate behaviour that supports the EEO Policy and EEO Management plan.

Recordkeeping Responsibilities

Ensure accurate records are maintained in Council's corporate information system for all customer queries, customer complaints and documenting evidence of business transactions.