

Coordinator Library Services

Division	Community, Planning and Environment
Group	Community & Customer Experience
Section	Customer Service & Libraries
Reports to	Manager Customer Service & Libraries
Direct reports	10
Grade	H

Position Purpose

Coordinate and oversee the delivery of high quality, accessible and community focused library services, supporting staff, service excellence and positive community outcomes across the Port Macquarie-Hastings Community.

Core Functions

- Plan, deliver and evaluate innovative library programs, events and initiatives across branch locations, outreach settings and mobile services for diverse community groups.
- Build and maintain effective partnerships with community organisations, educational providers and key stakeholders, to maximise the use of available resources.
- Oversee the delivery of library events, outreach activities, IT, digital services, technology projects and children's and youth program functions.
- Work closely with the Coordinator Branch Libraries and Manager Customer Service and Libraries to ensure the effective and efficient delivery of library services.
- Develop and deliver promotional activities, displays and communication materials, including publications and online content to increase awareness and participation in library services.
- Prepare and maintain staff rosters to ensure appropriate service coverage across services.
- Lead and supervise the Library Services team to ensure the delivery of high quality library services and programs that respond to community needs.
- Monitor the management of records and databases to ensure that all information is accurate, stored correctly and accessible in compliance with Councils systems, processes and policies.
- Implement, review and continuously improve Library systems, processes and practices to ensure compliance with Council policies, procedures and efficient delivery of services.
- Assess team members against predefined competency standards, conduct performance appraisals, identifying and escalating concerns regarding team and individual performance and wellbeing.
- Support the team, by encouraging and fostering teamwork as well as providing training, guidance and advice on Councils policies, processes and procedures.
- Delegate tasks and monitor progress to achieve work outcomes taking into consideration available resources, cost implications, established group/division priorities, workflows and timelines.
- Undertake straightforward planning including supervisory tasks such as assessing and approving leave applications and rostering coverage accordingly to ensure sufficient staffing.
- Monitor library services, customer service standards and service performance, identifying opportunities for continuous improvement and responding to operational issues as they arise.
- Contribute to strategic planning and continuous improvement of the library including making recommendations on library innovation, best practice and emerging technology.
- Any other related duties as directed, within the skills and scope of the role.

Essential requirements

- Degree qualifications in Library and Information Studies or a related field, with eligibility for professional membership of the Australian Library and Information Association (ALIA).
 - Significant experience working as a librarian, including experience delivering programs or events.
 - Previous supervisory experience.
 - Strong written and verbal communication skills.
 - Current Working with Children Check (WWCC).
 - Current Class C Driver's Licence.
-

Our values

Port Macquarie-Hastings Council values are at the core of our work. It is expected that your conduct will reflect Council values, and your commitment to these values will be central to your successful performance as an employee of Port Macquarie-Hastings Council. The values-based behaviours will form the basis for individual employee performance assessments.

We value

People

We respect all our people in their diversity, keep them safe and empower them to achieve their potential.

To live this value we:

- Seek to understand one another and our differences.
- Work in a safe manner and prioritise the safety of others.
- Support others when they need help or encouragement.
- Recognise the contributions and achievements of others.

Service to our community

We take pride in our meaningful work – serving all who live and work in and visit our community.

To live this value we:

- Put the community at the centre of everything we do.
- Treat everyone with the utmost respect.
- Act with patience and understanding.
- Are purposeful in building a better community.

Excellence

We have high standards and work with diligence and integrity, mindful of the impact of our actions.

To live this value we:

- Work and lead by example.
- Take responsibility for the quality of our work.
- Follow the law, rules, policies, guidelines, and the Code of Conduct.
- Constantly improve us, our work and our community.

Respectful and open communication

We engage with everyone thoughtfully and honestly.

To live this value we:

- Are truthful in all our interactions.
- Consider how our communication might affect others.
- Share information that might be useful or important to others.
- Listen to others with an open mind and ask questions when we don't understand

Working together as one

We collaborate and work together in our teams and across teams – united and connected.

To live this value we:

- Support our colleagues to help them succeed.
- Contribute to the success of our team.
- Collaborate with other teams and with stakeholders to achieve the best results.
- Support the organisation to achieve its goals.

Corporate responsibilities

Risk



- Actively identify and manage risks to support the safety of yourself and others, and safeguard Council's assets, reputation, and operations.
- Promptly report any new risks, incidents, or concerns to your manager.
- Conduct risk assessments diligently and responsibly, following Council's policies and procedures.

Conduct



- Comply with Council's code of conduct, policies and procedures.
- Undertake duties within allocated delegations.
- Identify and report any potential discriminatory or inappropriate behaviours.
- Attend and actively participate in training programs.
- Work collaboratively fostering a positive workplace culture.

Health, safety & wellbeing



- Take reasonable care for our own health and safety.
- Take reasonable care that our acts or omissions do not adversely affect or risk the health and safety of other workers.
- Comply, so far as reasonably able, with any reasonable instruction given to allow compliance with WHS legislation.
- Understand and comply with our policies and procedures relating to health and safety in the workplace.
- Immediately report all safety incidents and enter them into the Safety Reporting System.
- Our supervisors induct new workers on safety policies and procedures relevant to the role and site.

Document endorsement

People, Safety & Performance HR Business Partner	Name Lauren Mudie	Date 28/07/2026
Group Manager N/A	Name N/A	Date N/A
Director Community, Planning & Environment	Name Duncan Coulton (Acting)	Date 29/07/2026

I have read and understand the contents of the position description and acknowledge that this is intended to be a general description only which may evolve and change over time in response to changing strategic and operational requirements.

I will comply with all responsibilities and behaviours and undertake the core functions of the role as described noting that this is not intended to be interpreted as an all-inclusive list of the position tasks.

Employee name	Employee signature	Date