

Position Title	Technical Specialist Physical Collections
Department	Community Services
Division	
Unit	Community & Cultural Services
Team	Library Collections
Supervises	nil
Reports To	Coordinator Technology and Futures
Grade	F
Date Prepared	17/09/2025
Date Last Updated	2/01/2026

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary Purpose of Position

The Technical Specialist Physical Collections will be responsible for developing and managing physical collections across nine branches. The emphasis will be on providing expert advice, training and support to ensure branch physical collections strategically align with community needs and complement digital collections to enhance member borrowing experiences and long-term member engagement.

Accountabilities

- Provide expert advice and support on the selection, evaluation and deselection of physical collections, ensuring alignment with strategic priorities and the diverse needs and expectations of branch communities;
- Design, deliver, and evaluate training programs that build staff capability in selection, evaluation, deselection, and data interpretation, ensuring consistent and confident collection decision-making across branches;
- Encourage collaboration amongst branch teams and the eServices team in collection related decision making, ensuring physical collections complement digital collections;
- Utilise collection data to report regularly on the performance of all physical collections against agreed targets and to provide evidence-based recommendations informing budget allocation and selection of branch resources;
- Manage the physical collections resource budget, including forecasting, monitoring, reporting and recommending budget adjustments, as required;
- Regularly review collection related policies, procedures, guidelines and profiles ensuring alignment with library and adherence to Council's objectives;
- Maintain strong relationships with library suppliers, ensuring contract compliance and suitability of resources supplied for branches;
- Support promotional campaigns and initiatives to increase engagement with physical collections;
- Maintain an awareness of trends in libraries and publishing and commit to professional development and networking opportunities;
- Provide high-quality customer service, responding to collection related enquiries and feedback;
- Undertake other tasks and duties as required.

Position capabilities and level

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.

Capability Profile – Technical / Professional Specialist

Capability Group	Capability Name	Level
 Personal Character	Lead Self	Adept
	Display Resilience	Adept
	Act with Integrity	Advanced
	Safety and Accountability	Adept
 Relationships	Communicate and Engage	Adept
	Customer and Community Focus	Adept
	Work Collaboratively	Advanced
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Adept
	Think and Solve Problems	Adept
	Innovate and Improve	Adept
	Deliver Results	Adept
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Lead Self	Adept	• Initiates action on team/unit projects, issues and opportunities • Accepts and tackles demanding goals with drive and commitment • Seeks opportunities to apply and develop strengths and skills • Examines and reflects on own performance • Seeks and responds well to feedback and guidance
Relationships		
Customer and Community Focus	Adept	• Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer- focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Results		
Innovate and Improve	Adept	• Produces new ideas, approaches or insights • Analyses successes and failures in the organisation for insights to inform improvement • Identifies ways in which industry developments and trends impact on own business area • Shows curiosity in the future of the community and region and thinks creatively about opportunities for the organisation • Identifies, shares and encourages suggestions for organisational improvement

		Experiments to develop innovative solutions
Resources		
Technology and Information	Intermediate	- Shows confidence in using core office software and other computer applications - Makes effective use of records, information and knowledge management systems - Supports the introduction of new technologies to improve efficiency and effectiveness

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council’s WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council’s Records and Information Management policies, procedures and guidelines.

Fraud & Corruption Prevention

All staff must familiarise themselves with Councils policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

Qualifications and Experience

Essential Qualifications

- Tertiary qualifications in Library and Information Science enabling eligibility for ALIA professional membership, or equivalent qualifications and experience relevant to the accountabilities.
- Working with Children Check

Essential Experience

- Extensive experience in the development and management of physical collections, including but not limited to selection, evaluation and deselection;

- Awareness of inclusive, culturally diverse, and accessible publishing practices to support equitable community representation in collections.
- Experience in developing and successfully delivering training programs relevant to collection management processes
- Experience contributing to the development and review of collection strategies, policies and procedures;
- Demonstrated expertise in financial management, including budget preparation, monitoring, reporting and procurement compliance;
- Experience in establishing partnerships and negotiating contracts with library suppliers and ensuring their compliance with guidelines and policies;
- Demonstrated ability to analyse data and apply insights to improve collection quality and user experience;
- Ability to work independently and to prioritise multiple concurrent projects and tasks with competing deadlines;
- Excellent interpersonal and communication skills, with a focus on collaboration, consultation and conflict resolution;
- Ability to adapt and embrace change and to engage, lead and inspire others to achieve outcomes for the benefit of the library service and community;
- Excellent written and verbal communication and interpersonal skills;
- Demonstrated proficiency in the use of a library management system with the ability to troubleshoot and problem-solve;
- Demonstrated commitment to customer service excellence and community engagement.

Desirable Qualifications and or Experience

- Previous public library experience working with a diverse community
- Experience with NSW Local Government procurement legislation

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☒	☐
Does this position require incumbent to undergo criminal reference check?	☐	☒
Does this position require incumbent to demonstrate good driving Licence class required: Click to Specify Licence	☐	☒
Will incumbent need to make disclosure of pecuniary interest?	☐	☒
Could there be a conflict of interest with secondary employment?	☐	☒
Does this position have an inherently high risk for fraud and corruption?	☐	☒