

Role Description

Library Manager



Department/Agency	Department of Creative Industries, Tourism, Hospitality and Sport/Museums of History NSW
Division/Branch/Unit	Curatorial & Collections Division / Collections
Role number	TBC
Classification/Grade/Band	Librarian Grade 3
Senior executive work level standards	Not Applicable
OSCA Code	224611
PCAT Code	1115492
Date of Approval	TBC
Agency Website	www.mhnsw.au

Agency overview

Museums of History NSW brings together a portfolio of iconic museums, rich collections and heritage sites, the nation's oldest archive collection, vital recordkeeping services and expert staff.

We bring history to life by sharing the stories of our places and collections. Through the State Archives Collection, we manage NSW's official documentary heritage, supporting government transparency and the public's right to access information.

These two roles do not just sit side by side – they inform and enrich each other. By preserving and making accessible our places, collections and archives, we create opportunities for people to explore the past and better understand their own place in the world. By supporting lifelong learning and inviting people to come together, we promote civic literacy, empathy, wellbeing and belonging.

We believe that history belongs to everyone. This is the promise and the purpose of MHNSW.

Museums of History NSW is a state cultural institution, established under the Museums of History NSW Act 2022. It is an agency of the NSW Department of Creative Industries, Tourism, Hospitality and Sport (DCITHS).

Primary purpose of the role

Manage the operations and staff of the Caroline Simpson Library, delivering specialised information services to MHNSW staff and diverse library patrons. Lead the Library's technology and innovation planning and manage a suite of processes, systems and processes that enhance access, discovery, preservation and engagement with library collections and services.

Key accountabilities

- Lead the day to day running of the library and supervise staff to ensure the successful delivery of library services to the public and MHNSW staff.
- Oversee the provision of specialised reference, research and information services, ensuring responses are accurate, timely and meet the diverse needs of clients.
- Manage the development, acquisition and stewardship of library collections, including new books, rare books, archival and digital resources, to support organisational priorities and user needs.
- Lead the development of online content, collection discovery, displays and digital access initiatives, ensuring catalogue data, digital resources and collection information are accurate, accessible and aligned with professional cataloguing standards.
- Provide leadership for technology planning, digital innovation and business improvement initiatives, including the evaluation, implementation and optimisation of library management systems, discovery platforms, copyright compliance, AI-enabled services, cyber security requirements and emerging technologies.
- Manage library budgets, resources and performance reporting, ensuring effective planning, monitoring and use of financial, technological and human resources.
- Advocate for the Caroline Simpson Library and its collections through partnerships, scholarship, outreach, presentations and expert advice that enhances organisational outcomes and the profile of MHNSW.

Key challenges

- Balancing the needs of library users, organisational priorities and financial constraints while maintaining high-quality and accessible library services working within a tight physical space.
- Supporting technology, digital transformation and business improvement projects, including the implementation of new library management systems, AI-enabled services and cyber security requirements, within a complex and evolving information environment.
- Managing competing priorities across multiple library, collection, research and strategic initiatives while supporting staff and stakeholders across geographically dispersed locations

Key relationships

Internal

Who	Why
Head, Collections	• Receive guidance from in relation to strategies and priorities for library operations and the delivery of a specialised information service to MHNSW staff and to a broad spectrum of library patrons through the Caroline Simpson Library & Research Collection [CSL&RC]. • Collaborate with to ensure the care, conservation and intellectual and legal control of collection items are in place. • Assist in the formation of policies and procedure through the provision of accurate and timely advice.
Caroline Simpson Library team	• Provide guidance and support in relation to strategies and priorities for the delivery of a specialised information service to MHNSW staff and to a broad spectrum of library patrons through the Caroline Simpson Library & Research Collection [CSL&RC]. • Provide guidance and support in relation to cataloguing of new, rare book and archival material. • Develop effective working relationships with.
Collections team, Curatorial team and Research team	• Collaborate on the identification, assessment and acquisition of collection material to support the Library's collection development priorities. • Partner on projects that enhance the discovery, accessibility, preservation and use of library collections.

Who	Why
Manager, Access Services	- Collaborate on the management, cataloguing, discovery and intellectual control of the State Archives Reference Library.
Staff across the agency	- Liaise closely with other teams to provide information and research expertise to facilitate project outcomes and actively contribute to a positive and productive team environment. - Provide professional support in the implementation of research projects, programs and other opportunities. - Develop effective working relationships with.

External

Who	Why
Visitors, patrons and external stakeholders	- Connect with and assist with identifying and providing the specialist information that they seek, or directing them to that information, by the most efficient means. - Provide professional support in the implementation of research projects and other tasks.

Role dimensions

Decision making

This role:

- Takes active ownership of own work.
- Provides advice and recommendations regarding technology investments, , system enhancements and project priorities affecting library operations and future service delivery.
- Prioritises and manages multiple tasks and demands including matters with critical deadlines for self and team.
- Develops and fosters and maintains efficient lines of communication with key stakeholders.
- Seeks advice and clarification from their supervisor regarding matters that fall outside standard guidelines and practices.
- Is accountable for the delivery of library operations and projects on time and to expectations in terms of quality deliverables and outcomes.
- Develops a detailed knowledge of the Caroline Simpson Library & Research Collection of MHNSW, and a good working knowledge of the research collections of other cultural institutions as well as a current knowledge of electronic sources of information and ongoing developments in online databases and related sources.
- Provides specialised information services in a rapidly changing global information environment where an expanding community of online searchers expect to find unmediated information but need assistance with retrieval of information not yet online or not readily accessible by simple search.
- Maintains a current and relevant professional knowledge.

Reporting line

This role reports to the Head, Collections.

Direct reports

The following roles report directly to the Library Manager:

- Research Librarian
- Library Technician Collection Online
- Library Technician

- Collection Discovery Officer

Budget/Expenditure

Within financial delegations.

Essential requirements

- Qualifications acceptable for professional membership of the Australian Library and Information Association (ALIA), or equivalent tertiary qualifications and experience.
- Experience in managing a specialist library, including staff and budgets, and the direct provision of information and reference services to patrons and knowledge of a wide range of information sources, both print and electronic.
- Working knowledge of and demonstrated experience with library collection management systems.
- Well-developed interpersonal, communication and presentation skills and the ability to act as the public face for an organisation, demonstrated through superior and engaging written and verbal communication with negotiation and training skills.
- Demonstrated understanding of emerging trends affecting libraries and information services, including artificial intelligence, cyber security, digital preservation, metadata standards, collection discovery technologies, analytics and online service delivery.

Capabilities for the role

The [NSW public sector capability framework](#) describes the capabilities (knowledge, skills and abilities) needed to perform a role. There are four main groups of capabilities: personal attributes, relationships, results and business enablers, with a fifth people management group of capabilities for roles with managerial responsibilities. These groups, combined with capabilities drawn from occupation-specific capability sets where relevant, work together to provide an understanding of the capabilities needed for the role.

The capabilities are separated into **focus capabilities** and **complementary capabilities**.

Focus capabilities

Focus capabilities are the capabilities considered the most important for effective performance of the role. These capabilities will be assessed at recruitment.

The focus capabilities for this role are shown below with a brief explanation of what each capability covers and the indicators describing the types of behaviours expected at each level.

Capability group/sets	Capability name	Behavioural indicators	Level
 Personal Attributes	Manage Self Be persistent, self-reflect and commit to learning	• Keep up to date with contemporary knowledge and practices • Seek and take advantage of opportunities to learn and apply new skills • Commit to achieving challenging goals • Seek and respond positively to constructive feedback and advice • Examine and reflect on your performance	Adept

Capability group/sets	Capability name	Behavioural indicators	Level
 Relationships	Communicate Effectively Communicate clearly, pay attention to others and respond with understanding and respect	• Present with credibility, engage diverse audiences and test whether they understand you • Translate technical and complex information clearly and concisely for different audiences • Create opportunities for others to contribute to discussion and debate • Set an example by promoting information sharing across your organisation • Manage complex communications that involve understanding and responding to multiple and divergent viewpoints • Explore creative ways to share information and communicate with diverse audiences • Leverage insights from people with lived experience to shape communication and engagement strategies • Write clearly, concisely and persuasively in a range of styles and formats	Advanced
 Relationships	Commit to Customer Service Provide customer-focused services in line with public sector and organisational objectives	• Take responsibility for delivering high-quality customer-focused services • Design processes and policies based on the customers' experience and engage people with lived experience to inform service improvements • Create opportunities to learn about and measure what is important to customers by engaging with a wide range of customer experience • Use customer data, feedback and insights to improve service delivery • Find opportunities to collaborate with internal and external stakeholders to improve outcomes for customers • Maintain relationships with key customers in your area of expertise • Connect and collaborate with relevant customers from the community	Adept
 Results	Think and Solve Problems Think, analyse and consider the broader context to develop practical solutions	• Understand a problem or explore an opportunity by finding data that is relevant, trustworthy and high quality • Research and analyse information to make recommendations based on relevant evidence • Identify and find appropriate solutions for issues that may stop people from completing their tasks • Be willing to seek others' input and share your ideas to achieve best outcomes • Come up with ideas and identify ways to improve systems and processes to meet organisational and customer needs	Intermediate

Capability group/sets	Capability name	Behavioural indicators	Level
 Business Enablers	Technology Understand and use available technology to maximise efficiencies and effectiveness	- Identify opportunities to collaborate using a range of technologies - Monitor compliance with policies for cyber security and acceptable technology use - Identify and evaluate how technology supports business strategies and objectives, raising concerns where outputs may be inappropriate - Monitor compliance with your organisation's records, information and knowledge management requirements - Check that outputs from systems and digital tools support objectives and meet expected standards	Adept
 People Management	Manage and Develop People Engage with and motivate staff, and develop their capability and potential	- Collaborate with your team to set clear performance standards and deadlines in line with established performance development frameworks - Look for ways to develop team capability and recognise and develop individual potential - Be constructive and build on strengths by giving timely feedback that people can act on - Identify and act on opportunities to coach and mentor others - Recognise performance issues that need to be dealt with and work promptly to resolve them - Effectively support and manage team members who are working flexibly and in different locations - Create a safe environment that considers and respects team members' individual differences, backgrounds and cultures - Reflect on feedback about your management style and potential areas where you can improve	Intermediate
 People Management	Optimise Business Outcomes Manage people and resources effectively to achieve public value	- Develop team and business unit plans that consider team capabilities and strengths to meet current and future business needs - Plan and monitor resource allocation effectively to achieve team and business unit goals - When planning resources, consider the attraction and retention of people with diverse cultures, backgrounds and experiences - Ensure team members understand and apply public sector business principles - Participate in wider organisational workforce planning to ensure capable resources are available	Intermediate

Complementary capabilities

Complementary capabilities are also identified from the Capability Framework and relevant occupation-specific capability sets. They are important to identify performance required for the role and development opportunities.

Note: capabilities listed as 'not essential' for this role are not relevant for recruitment purposes, however, may be relevant for future career development.

Capability group/sets	Capability name	Description	Level
 Personal Attributes	Display Resilience and Courage	Be open and honest, prepared to express your views, and willing to accept and commit to change	Adept
 Personal Attributes	Act with Integrity	Be ethical and professional, and uphold and promote the public sector values	Adept
 Personal Attributes	Value Diversity and Inclusion	Be inclusive and respect diverse backgrounds, experiences and perspectives	Intermediate
 Relationships	Work Collaboratively	Collaborate with others and value their contribution	Adept
 Relationships	Influence and Negotiate	Gain consensus and commitment from others, and resolve issues and conflicts	Intermediate
 Results	Deliver Results	Achieve results by using resources efficiently and committing to quality outcomes	Adept

Capability group/sets	Capability name	Description	Level
 Results	Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	Intermediate
 Results	Demonstrate Accountability	Be proactive and responsible for your actions, and follow legislation, policy and guidelines	Intermediate
 Business Enablers	Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	Intermediate
 Business Enablers	Procurement and Contract Management	Understand and use procurement processes to ensure effective purchasing and contract performance	Intermediate
 Business Enablers	Project Management	Understand and use effective ways to plan, coordinate and control projects	Intermediate
 People Management	Inspire Direction and Purpose	Communicate goals, priorities and vision, and recognise achievements	Intermediate
 People Management	Manage Reform and Change	Support and champion change, and help others to engage with change	Intermediate