

# Position Description

## Information Services and Programs Librarian

### Position Overview

Unit & Directorate	Libraries, Arts, Culture and Community
Position Status	Temporary Full-Time (1.0 FTE)
Classification	Band 5
Location	Based at Rosebud Library however may be required to work across any site based in the Mornington Peninsula Shire municipality
Reports to	Library Services Coordinator (Rosebud)

### About Mornington Peninsula Shire & Team

Mornington Peninsula Shire is responsible for a broad range of services from community services to infrastructure which supports the wellbeing and prosperity of the Mornington Peninsula community. Our vision is to value, protect and improve the unique characteristics and way of life on our Peninsula.

Our community is at the heart of everything we do, and our organisation is committed to the highest standards of performance, behaviour, and service. To guide us in the delivery of exceptional community outcomes, we live our values of Integrity, Courage, Openness, Respect and Excellence.

As an employer, we are committed to providing an environment that is safe and engaging and enables our people to achieve great things. We are committed to child safety and ensuring our workforce is inclusive and reflects the diversity of our community.

This position works within the Community Strengthening division as part of the Libraries team. The Libraries team are committed to deliver expertise, programs and services for the Council which enable each person to deliver excellent performance, behaviour, and service for our Community.

### Position Purpose

The Information Services & Programs Librarian (ISPL) is responsible for the delivery of effective information and customer services, and the development and delivery of positive, interactive programs and activities that engage all members of the community in lifelong learning, digital literacy and technology, reader development and literacy outcomes.

The ISPL may be rostered as the Officer in Charge (OIC) ensuring the effective delivery of customer service and daily operations of the branch are met. This involves leading the team, prioritising tasks, making decisions, and dealing with issues that may arise.

The incumbent will be rostered to work at any Library branch within the Mornington Peninsula Shire. This position is responsible for promoting the Shire's values of Integrity, Courage, Openness, Respect and Excellence.

### Key Responsibilities & Accountabilities

#### Key Position Outcomes

- Provide excellence in customer service by:
  - delivering professional information and reader development services, including the development and promotion of resources



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	<ul style="list-style-type: none"> <li>○ Respond to, manage, and resolve customer enquiries and concerns making discretionary decisions as required.</li> <li>○ Actively supporting a culture of inclusiveness and access for all community members regardless of age, ability, or background.</li> <li>○ Helping customers to access online library services, products and other technologies and provide training and support through formal or informal training programs.</li> <li>○ Ensuring the library collection is presented in a positive manner to maximize library borrowing, including management of a floating collection.</li> <li>• Ensure community engagement through:             <ul style="list-style-type: none"> <li>○ effective marketing and promotion of all activities</li> <li>○ effective working relationships with relevant council departments, local schools, learning centers, community organisations, agencies, and service providers</li> <li>○ provision of positive and proactive activities and programs in library branches and in community settings including kindergartens, schools, childcare centers, maternal and child health centers and other facilities as identified</li> </ul> </li> <li>• Contribute to a culture of continuous improvement by:             <ul style="list-style-type: none"> <li>○ researching and recommending new initiatives in collections, activities, and programs</li> <li>○ planning, researching, recommending, and implementing regular programs and initiatives to encourage community participation in Our Library, including outreach programs</li> <li>○ evaluating programs and activities and contributing to the development of an annual programs and activities plan</li> <li>○ delivering core youth activities including Born to Read, Tiny Tots, Pre-school Storytimes, class visits, sessions for new parents, family Storytimes, school holiday programs, Big Summer Read, children's week, children's book week, IT sessions, user education, outreach programs and other special festivals as identified.</li> <li>○ participating in the development and delivery of training and learning opportunities for staff in relevant resources, procedures, policies, program development, services, and new technologies</li> </ul> </li> <li>• Contributing to a collection of materials that meets the needs of the community by:             <ul style="list-style-type: none"> <li>○ participating in collection development and maintenance programs</li> <li>○ making recommendations for purchase of print or non-print items</li> <li>○ ensuring positive and proactive management of all library spaces, including displays, branch layout and collections</li> </ul> </li> </ul>
<b>Operational Management</b>	<ul style="list-style-type: none"> <li>• Manage key initiatives and projects on time to achieve desired outcomes</li> <li>• Identify and manage key corporate and safety risks associated with the Library service</li> <li>• Monitor use of Council resources to maximise efficiency</li> <li>• Deliver tasks, projects, and programs in a timely, accurate and succinct manner</li> </ul>



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<b>Relationship Management</b>	<ul style="list-style-type: none"> <li>• Lead and supervise Library Services and Programs Officers and Volunteers to develop an effective, cooperative, and cohesive work team who are committed to providing quality customer focused service to all users</li> <li>• Contribute to a responsive, innovative, and forward-looking culture by encouraging and promoting a 'can-do' team spirit</li> <li>• Ensure timely and person focused customer service is delivered at all times</li> <li>• Build collaborative and outcome focused relationships at all levels of Council</li> <li>• Work closely with other members of the Library team to ensure effective and consistent service for Council</li> <li>• Build collaborative and productive relationships with external stakeholders including service providers</li> </ul>
<b>Organisational Responsibilities</b>	<ul style="list-style-type: none"> <li>• Role model the Mornington Peninsula Shire Values</li> <li>• Comply with Council policies, procedures, and guidelines</li> <li>• Ensure compliance with Privacy legislation and personal information confidentiality requirements</li> <li>• Encourage and promote a culture of risk minimisation and management</li> <li>• Create, maintain, and foster a safe work environment</li> <li>• Maintain professional expertise, development, performance, and personal development by participating in training, promotional opportunities, and internal and external working groups</li> </ul>
<b>Experience &amp; Capabilities</b>	
<b>Qualifications and Experience</b>	<ul style="list-style-type: none"> <li>• Graduate Diploma or Degree library qualification as recognised by ALIA.</li> <li>• Extensive skills in information technology applications, social media, information retrieval and troubleshooting issues.</li> <li>• Extensive successful experience in a frontline customer service role.</li> <li>• Experience in leading and supporting team members.</li> <li>• Relevant prior experience in public libraries is desirable and informal on the job training is necessary for competent performance</li> </ul>
<b>Specialist Skills and Knowledge</b>	<ul style="list-style-type: none"> <li>• Ability to work as a member of a team, prioritise and plan work activities to meet the team's objectives.</li> <li>• Skills in planning developing and positively implementing activities and programs for children and adults.</li> <li>• Extensive knowledge and experience in the provision of reference and information services including online and print information.</li> <li>• Extensive knowledge of technology including, social media, eResources, library systems, and the internet.</li> <li>• Understanding of and excellence in customer service.</li> <li>• Appreciation and adherence to manual handling principles and expectations</li> </ul>



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<b>Interpersonal &amp; Management Skills</b>	<ul style="list-style-type: none"> <li>• Highly developed written and verbal communication skills across all age groups</li> <li>• Ability to build and maintain effective and productive relationships and to collaborate with stakeholders to gain cooperation and achieve goals</li> <li>• Attention to detail and organisational ability</li> <li>• Ability to develop and deliver training is essential</li> <li>• Ability to deal effectively with difficult situations and poor customer behaviour, responding appropriately and resolving issues within policies and procedures.</li> <li>• Ability to be flexible and respond to change in a demanding environment to ensure the needs of the library user are met</li> <li>• Ability to embrace feedback to improve performance.</li> <li>• Ability to manage time, set priorities, plan, and organise work requirements.</li> <li>• Ability to support and lead staff.</li> <li>• Understanding of, and ability to implement personnel practices including equal opportunity, health and safety, training, and development.</li> </ul>
<b>Judgement &amp; Decision Making</b>	<ul style="list-style-type: none"> <li>• Ability to solve problems using policies and procedures with guidance</li> <li>• Ability to provide advice and support in line with the longer-term goals of the department and the organisation</li> <li>• Ability to use professional knowledge and experience to make decisions related to customer service and library operations</li> <li>• Ability to prioritise tasks and balance the need of front of house duties while effectively preparing programs and activities.</li> <li>• Ability to evaluate develop, and implement activities, programs, and collections.</li> <li>• Ability to think laterally and approach problems to support colleagues to manage issues with customers and other staff</li> </ul>
<b>Accountability &amp; Extent of Authority</b>	<ul style="list-style-type: none"> <li>• Ability to ensure decisions and actions taken are within the scope of the role and in line with Corporate and unit policies and guidelines</li> <li>• Ability to apply judgment and decision making on a day-to-day basis</li> <li>• Able to look for solutions to provide a positive customer experience</li> <li>• The ISPL has both the authority and responsibility to ensure the smooth running of the branch library.</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Collaborative and team focused</li> <li>• Customer focused</li> <li>• Drive and commitment to continuous improvement</li> <li>• Empathy and Cultural Awareness</li> <li>• Creative and innovative</li> <li>• Flexible, resilient, accountable, and proactive</li> <li>• Commitment to living Mornington Peninsula Shire values</li> </ul>

### Other Relevant Information



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### Physical requirements of the role

- Substantial manual handling is an inherent physical requirement of working in this role. The position requires:
  - Significant periods of standing.
  - Sustained hours of movement, including lifting, bending, squatting, pushing, carrying, and stretching.
  - Use of computers and office equipment including scanning library materials.
- This position will work rostered shifts at various library locations, including nights and weekends, and will be required to attend compulsory scheduled meetings and training sessions.
- This position description is an overview of the role, the incumbent may be directed to carry out additional duties as required.
- The incumbent must hold Australian work rights, including appropriate Visas, to undertake the position. Verification of Visas is required.
- A current Victorian driver's licence is required, and licence audits may be conducted if the person is required to drive a Shire vehicle as part of this role
- This role requires a Police and Working with Children Check and may require further assessments such as qualification and fitness to work assessments
- The incumbent is required to participate in the annual Goals & Performance Review program

### Approval & Understanding

The following signatures are required to indicate understanding, agreement, and approval of the position description.

Position description approved by:

Name: Cheryl Casey

Title: Manager – Community Services

Signature:

Date:

I have read and understood the requirements set out in this Position Description

Incumbents Name:

Signature:

Date:

