

## POSITION DESCRIPTION

POSITION TITLE:	<b>YOUTH SERVICES LIBRARIAN</b>
POSITION NO:	<b>102018</b>
DIVISION:	<b>COMMUNITY SERVICES</b>
DEPARTMENT:	<b>COMMUNITY STRENGTHENING</b>
SECTION:	<b>LIBRARIES</b>
STATUS:	<b>PERMANENT FULL TIME</b>
CLASSIFICATION:	<b>BAND 5</b>
OCCUPANT:	<b>VACANT</b>
LOCATION:	<b>AT A LIBRARY WITHIN THE HUME COMMUNITY (PRESENTLY LOCATED AT BROADMEADOWS LIBRARY)</b>
DATE:	<b>JANUARY 2020</b>

### POSITION OBJECTIVE(S):

- To contribute to the provision of high quality library services that meet the educational, recreational and information needs of the diverse Hume community by delivering accessible, relevant and innovative resources and a high standard of customer service to the Hume community;
- To support the facilitation of learning for the Hume Community;
- To provide excellent customer and information services to the Hume community;
- To plan, develop and deliver library programs and activities for the Hume community.
- To participate actively in collection development, focussing on children and teenagers.
- To plan, develop and deliver library programs and activities for children and teenagers.

### KEY RESPONSIBILITIES AND DUTIES:

#### 1. Customer Service responsibilities:

- Undertake regular direct library customer service duties including shift supervisor;
- Promote and facilitate the provision of high quality customer service to the Hume community;
- Provide an effective and efficient information service to the Hume community;
- Promote all Hume Library services and collections in all formats to the Hume community;
- Communicate and interpret library services, policies and procedures to library customers and others in the community;
- Provide assistance to customers using library technology, including online resources, print management system and using library computers

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## **2. Branch Responsibilities:**

- Work as part of the team to provide high quality customer service for the Hume community;
- Promote all Hume Libraries services and collections in all formats to the Hume Community, and actively promote services for children and youth in particular;
- Communicate and interpret library services, policies and procedures to library customers and others in the community;
- Delivery of programs and activities as required;
- When rostered as the Shift Supervisor, ensure the effective operation of the library by directing staff as necessary;
- Ensure that opening and closing procedures are correctly implemented when rostered at beginning or end of the day;
- Promote and ensure a safe and healthy environment for both customers and staff.

## **3. Program Responsibilities:**


- Work as part of the Youth Services team to plan and facilitate a range of programs across Hume Libraries;
- Facilitate early learning sessions, school holiday activities and events, and other programs as required to promote and support early language and literacy development and STEAM learning;
- Ensure all activities, events and programs are planned and delivered consistently, successfully and in accordance with agreed policies, procedures and guidelines;
- Evaluate and report on program, activity and event outcomes;
- Ensure all activities, events and programs are planned and delivered; successfully and in accordance with agreed policies, procedures and guidelines;
- Act as a conduit for the facilitation and delivery of appropriate learning opportunities for the Hume community.

## **4. Services for Children and Teenagers:**

- Actively promote and develop services for children and teenagers;
- Facilitate early learning sessions, school holiday activities and events, and other programs as required;
- Develop and maintain working relationships with local school, Maternal and Child Health Centres, pre-school centres and other relevant groups;
- Contribute to the Youth Services team;
- Facilitate training as required.

## **5. Collection Management Responsibilities:**

- Actively collaborate with the Coordinator Library Collections and Promotions and contribute to localised collection maintenance;



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- Actively manage library resources including relocation and withdrawal of materials;
- Work as part of the larger team to provide relevant, attractive and well maintained collections.

## 6. Technology Responsibilities:

- Report any technology issues related to the branch to the Coordinator Library Technology;
- Provide assistance to customers with library technology including self loans stations, print management system and basic assistance using library computers;
- Instruct customers in technology based programs as required;
- Promote library applications and e-resources to customers.

## ORGANISATIONAL CONTEXT

### VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

### MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

### Our Hume Values & Guiding Behaviours:

#### Respect

I will:

- Actively listen and communicate openly with others
- Value individual differences and the contribution of others
- Treat people fairly and ensure others do the same



#### Customer Focus

I will:

- Take responsibility for delivering services and solutions in a timely manner
- Respond to internal and external customers professionally and respectfully
- Engage with, listen and seek to understand the needs and expectations of the customer/resident

#### Collaboration

I will:

- Support and assist others by sharing information, knowledge and resources
- Cooperate with others and set and achieve common goals
- Actively participate and contribute to the team

#### Innovation

I will:

- Explore and act on better ways of doing things
- Be open minded and encourage new ideas from others
- Actively learn and develop to improve the work I do for the organisation

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## ENVIRONMENTAL SUSTAINABILITY

Hume City Council has a strong and enduring commitment to environmental sustainability, and prides itself on its leadership on a range of environmental issues. Council's Sustainable Environment Department leads Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, guiding action in this area.

## STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

## SERVICE PLANNING & BEST VALUE

Assist in planning and the implementation of service plans in accordance with Council's Service Planning Framework and Best Value requirements.

## ASSET MANAGEMENT

Staff are responsible for undertaking Asset Management functions in accordance with the Asset Management Responsibility Matrix (found on the Asset Management Team Site), to ensure Council assets continue to be managed and maintained.

## RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the Hume Work Health & Safety Management Team and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

## WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the OHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

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**POLICE RECORDS CHECK:**

The incumbent must have and maintain a current Police Records Check ☒ YES ☐ NO

**WORKING WITH CHILDREN CHECK:**

The incumbent must have and maintain a current Working with Children Check ☒ YES ☐ NO

**PRE-EMPLOYMENT MEDICAL CHECK**

The incumbent must undergo a Pre-Employment Medical Check

Basic Medical ☒ YES ☐ NO

(including fitness for work and functional capacity assessments and drug & alcohol test)

Audio Test ☐ YES ☒ NO

**OTHER DUTIES**

Responsibilities and duties included in this position description are subject to the Multi-skilling provisions of the Hume City Council Enterprise Agreement.

<b>ORGANISATIONAL RELATIONSHIPS:</b>	
Reports to:	Team Leader Braodmeadows Library
Supervises:	Library Technicians Library Officers Work Experience Students / Industry Experience Students / Community Service Students Volunteers
Internal Contacts:	Coordinator Library Programs and People Coordinator Library Collections and Promotions Coordinator Library Technology Coordinator Libraries Hume Libraries' staff Community Strengthening staff Council staff
External Contacts:	Library customers, community groups, professional library and industry groups

**ACCOUNTABILITY AND EXTENT OF AUTHORITY:**

The incumbent is responsible and accountable for:

- Displaying and promoting Our Hume Values & Guiding Behaviours
- Maintaining knowledge of and working within Organisation Policies and Procedures including WHS, EEO and Code of Conduct.
- Leading and supervising library staff as required.
- The timely and accurate completion of tasks, records and documentation associated with the key responsibilities and duties of the position.
- Opening and closing the Library according to agreed procedures
- The efficient and effective operation and maintenance of the circulation and customer service desks on a rostered shift.
- Responding to library customers in a timely manner and providing a responsive and pro-active, user friendly customer focused service.
- Operating within established Council policies and procedures.
- Collection of relevant Council fees and charges.
- Assisting with and contributing to the development of policies and procedures.
- Responsible for own health and safety and the health and safety of others.

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### **JUDGEMENT AND DECISION MAKING:**

The incumbent is accountable for:

- The objectives of this position are well-defined, however the incumbent is required to use their technical and professional knowledge and experience to make decisions regarding branch operations, customer service, programs, collections, technology and associated procedures;
- Staff supervision and performance. The incumbent is required to exercise judgement about when to consult his/her supervisor;
- Making decisions and exercise sound judgement to resolve difficult situations and/or behaviour to achieve the objectives of this position;
- Guidance is generally available within the time required to make a decision.

### **SPECIALIST KNOWLEDGE AND SKILLS:**

The following knowledge and skills are required to be utilised:

- Skills in providing information services, with a demonstrated knowledge and ability in the usage of electronic and print based information resources.
- Experience in collection development and maintenance.
- Skills in planning, developing and delivering programs.
- Demonstrated knowledge of books and literature.
- Commitment to professional development of skills and issues relevant to public libraries.

### **MANAGEMENT SKILLS:**

The following management skills are required to be utilised:

- Demonstrated organisational skills and the ability to supervise staff and manage a rostered shift;
- Understanding of personnel practices including those related to Equal Employment Opportunity (EEO) and Occupational Health and Safety (OH&S) and the ability to provide employees with supervision, guidance and on the job training.
- The ability to plan and organise work so as to achieve specific and set objectives in the most efficient way within resources available and within a set timetable.
- Demonstrated ability to manage library customer's requests from initial contact to successful resolution in a timely, effective and efficient manner.

### **INTERPERSONAL SKILLS:**

The following interpersonal skills are required to be demonstrated:

- Ability to identify customer needs and expectations, decide the appropriate action and respond accordingly.
- Sound written and verbal communication skills including the ability to gain cooperation from and communicate with a broad range of people from diverse backgrounds and cultures.
- Ability to deal with difficult situations and present a positive Council image.
- Ability to develop working relationships with staff and work together in a team environment.
- Demonstrated ability to convey computer and library literacy to customers unfamiliar with library & computer technologies.
- Ability to write reports and prepare correspondence.
- A high degree of self-motivation, and the ability to work without supervision.

### **QUALIFICATIONS AND EXPERIENCE:**

The following qualifications and experience are required for the position:

- Graduate Diploma in Information Management or equivalent, facilitating eligibility for professional membership of the Australian Library and Information Association.

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- Demonstrated knowledge and skills in electronic and print based information resources.
- Ability to develop and maintain collections.
- Sound written and verbal communication skills including the ability to gain cooperation from and communicate with a broad range of people from diverse backgrounds and cultures.
- Demonstrated ability to convey computer and library literacy to the community.
- Demonstrated ability to plan, develop and deliver programs.
- Ability to develop working relationships with staff and work together in a team environment.
- Current Driver's Licence.
- Ability to speak a second language is an advantage.

## TASK ANALYSIS

In the course of his/her duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	( )	✓	( )	( )
-below 10kgs	✓	( )	( )	( )
Manual handling frequency	✓	( )	( )	( )
Repetitive manual work	✓	( )	( )	( )
Repetitive bending/twisting	( )	✓	( )	( )
Working with arms above head	( )	( )	✓	( )
Lifting above shoulder height	( )	( )	( )	✓
Using hand tools – vibration/powered	( )	( )	( )	✓
Operating precision machinery	( )	( )	( )	✓
Close inspection work	( )	( )	( )	✓
Wearing hearing protection	( )	( )	( )	✓
Wearing eye protection	( )	( )	( )	✓
Working in dusty conditions	( )	( )	( )	✓
Working in wet/slippy conditions	( )	( )	( )	✓
Wearing gumboots	( )	( )	( )	✓
Wearing safety shoes/boots (steel cap)	( )	( )	( )	✓
Working with chemicals/solvents/detergents	( )	( )	( )	✓
Washing hands with soap (hygiene)	( )	✓	( )	( )
Working at heights	( )	( )	( )	✓
Working in confined spaces	( )	( )	( )	✓
Working in chillers (+4 degrees C)	( )	( )	( )	✓
Performing clerical duties	✓	( )	( )	( )
Working on a keyboard	✓	( )	( )	( )
Driving cars and/or trucks	( )	( )	✓	( )
Other (please specify)_____	( )	( )	( )	( )



### **VARIATION TO CONDITIONS OF EMPLOYMENT:**

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The Terms and Conditions in this Position Description are to be read in conjunction with the General Terms and Conditions of Employment.

### **AGREEMENT:**

I hereby accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms and Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name (Please print):

Signature:

Date:

### **SELECTION CRITERIA:**

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the Position Description:

1. Graduate Diploma in Information Management or equivalent, facilitating eligibility for professional membership of the Australian Library and Information Association.
2. Demonstrated knowledge and skills in electronic and print based information resources.
3. Demonstrated ability to plan, develop and deliver programs
4. Ability to develop and maintain collections.
5. Sound written and verbal communication skills including the ability to gain cooperation from and communicate with a broad range of people from diverse backgrounds and cultures.
6. Demonstrated ability to convey computer and library literacy to the community.
7. Ability to develop working relationships with staff and work together in a team environment.
8. Ability to speak a second language is an advantage.
9. Public Library experience is an advantage.
10. Current Driver's Licence
11. Current Working With Children Check

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