

### Position Description

<b>Position Title:</b>	<b>Children's and Youth Services Librarian</b>
<b>Business Unit:</b>	Library Services
<b>Department:</b>	Community Arts, Culture and Library Services
<b>Directorate:</b>	Community Services
<b>Classification:</b>	Band 6
<b>Date:</b>	July 2019
<b>Reports to:</b>	Library Resources and Content Coordinator
<b>Supervises:</b>	Supervises staff as Librarian on Duty on designated shifts
<b>Internal Liaison:</b>	Library staff Community Arts Culture and Library staff and other Community Services staff, Finance, People and Procurement, Media and Communications and other Council staff
<b>External Liaison:</b>	Library suppliers and contractors Library users Residents and ratepayers Local primary and secondary schools Community groups and organisations Service providers Professional colleagues, networks and organisations

#### 1. Position Objectives

- Develop, manage and maintain the Libraries' resources for children and youth.
- Strategically develop and evaluate children and youth focused Library programs to residents, community groups, organisations and educational institutions.
- Facilitate the development, maintenance and access to broader Library resources for Greater Dandenong's community.
- Supervise safe and efficient operation of front-of-house Library Services as rostered Librarian, providing a responsive and flexible service.

#### 2. Key Responsibility Areas / Position Specific Responsibilities

***\*Also refer to Appendix 1 - Additional Key Responsibility Areas / Position Specific Responsibilities for all employees***

Main areas of responsibilities will include but is not limited to:

##### Collection and Resource Development

- Identify demographic, usage trends and user demand to support recommendations for the provision of print and electronic Library collections and resources for children and youth.
- Within allocated budgets supervise collection and resource procurement for children and youth that meet the needs of Greater Dandenong's diverse community, including efficient and effective management of supplier assigned content selection.
- Facilitate and participate in the collection development and maintenance of materials for children and youth within Library policy and guidelines.
- Contribute content and recommendations to the Library website and the Libraries' overall virtual presence with particular emphasis on promoting library resources, programs and services to families, children and youth.
- Regularly educate and update library staff about materials for children and youth.
- Support the Library Resources and Content Coordinator through delivery of assigned projects, tasks or duties.

- Participate in selection and maintenance of other Library collections.

#### Program and Service Development

- Identify key trends and strategically develop children and youth programming and servicing opportunities in alignment with the Library Programs and Learning teams' community engagement planning and activities to enhance library services to the community, including the City's new and emerging groups.
- Develop and sustain collaborative partner relationships with key Library and Council staff, children and youth organisations, networks and relevant community stakeholders.
- Seek and support grant funding or similar opportunities to deliver children and youth focused programs and projects.
- Evaluate the overall effectiveness of children and youth focused programs including program participation data analysis and capturing of community engagement stories in conjunction with relevant Library/Council staff and/or partner program delivery feedback.
- Provide specialist mentor support to other library staff delivering children and youth focused programs.
- Support delivery of strategic children and youth library programs and services to promote attendance, engagement and the development of literacy for learning and the love of reading.
- Represent Greater Dandenong Libraries at relevant community forums, networks and children and youth professional meetings as appropriate.
- Identify priorities for marketing of services and programs to the City's diverse community.

#### Service Delivery

- Provide effective and efficient library and information services to all library users on a rostered basis during library opening hours at all locations.
- Assist patrons to become familiar in the use of catalogues, electronic resources and other information resources.
- Accept responsibility, as nominated Librarian, for the management of front-of-house Library operations during rostered shift.
- In consultation with the Library Resources and Content Coordinator and Team Leader Librarians evaluate information and reader services provision, recommend and implement improvements.
- Monitor trends and provide specialist advice and recommendations on issues affecting library services.

#### Librarian on Duty

- When working on a rostered shift as librarian on duty, manage front-of-house Library operations and the delivery of services:
- Effectively deal with patron feedback, and service issues that may arise during rostered shifts.
- Utilise and wear personal security and duress alarms as provided by Council.
- Supervise staff rostered to designated shift, assisting with escalated patron enquiries and issues.
- As a trained and appointed designated First Aid Officer provide first aid to persons and staff injured or unwell.
- Ensure incidents, hazards and accident/near miss reports are appropriately reported.
- Escalate emergencies and issues requiring immediate attention to senior staff or emergency services as required.

#### Program and Learning Support

- Deliver strategic level children and youth programs and/or provide back-up support to broader programs conducted in the Library or through Outreach services as required, including:
  - Conduct training programs to library users in small groups based on set content.
  - Conduct Library tours and resource demonstrations to Library user groups as required.

- Provide basic literacy and learning support services and advice and make bookings for language and literacy assessments where appropriate.

### **3. Overall Position Accountability and Authorities**

The position is directly held responsible for:

- Library collection, resource development and maintenance for children and youth to ensure library resources support, empower, encourage literacy, lifelong learning, creativity and provide for current and emerging communities.
- Programming and service development for engagement of families, children and youth in the support of positive community participation in the Libraries' services and spaces.
- The freedom to act when managing these resources is governed by Library objectives and adopted budgets with regular reporting mechanisms to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the resources, programs and projects being managed.
- Where required to provide specialist advice to clients or to regulate clients, the freedom to act is subject to regulations and policies and regular supervision. The effect of decisions and actions taken on individual clients may be significant, but it is usually subject to appeal or review by the Library Resources and Content Coordinator.
- Where involved in policy development the work is usually of an investigative and analytical nature, with the freedom to act prescribed by the Library Resources and Content Coordinator. The quality of the output can have a significant effect on the process of policy development.
- To develop and work within approved budget frameworks.

### **4. Judgement and Decision Making Skills**

Judgement and decision making will be within the following scope:

- The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent. The work may involve improving and/or developing methods and techniques generally based on previous experience. Problem solving may involve the application of these techniques to new situations.

#### **Independently:**

- Resolve complex children and youth related reader advisory, information and program enquiries within professional knowledge and experience.
- Professional judgement on matters of procedure and interpretation of requirements.
- Provide specialist professional support for policies, programs and procedures.
- Organise and priorities work to meet set objectives, within the resources available.
- Represent Greater Dandenong on sector working and interest groups which relate to specialisation.

#### **With Input:**

From the Library Resources and Content Coordinator:

- Finalising documentation, plans and budgets or other recommendations relating to the specialist fields in this Role.

#### **Recommends:**

To Library Resources and Content Coordinator and Library Programs and Learning Coordinator as relevant:

- Resources for children and youth for the collection and how resources should be housed and maintained.
- Input into Library Collection Development guidelines.
- Input into Library Programs and Learning community engagement planning and activities.
- Library programs and service development and implementation within guidelines.

- Budget requirements for library resources and programs for children and youth.

**Guidance:**

- Guidance and advice are usually available from the Library Resources and Content Coordinator and other Coordinators within the Library Service.

### **5. Specialist Skills and Knowledge**

The essential position requirements include:

- Active participation in training and skill development in order to keep up with the changing nature of the delivery of Library Services in the 21<sup>st</sup> Century, including but not limited to skills to support library leadership activities, project management, and customer experience and co-design.
- Required proficiency in the application of a theoretical or scientific discipline, including the underlying principles as distinct from the practices.
- Required understanding of the long term goals of the Library Service and the relevant policies of both Library Services and the City of Greater Dandenong.
- Demonstrated ability to manage resources including budgets, and a familiarity with relevant budgeting techniques.
- Knowledge of contemporary Community Building policy, theory and practice and understanding of the underlying principles in order to enhance community participation and involvement.

### **6. Management and Interpersonal skills**

The essential position requirements include:

- Managing time, setting priorities, planning and organisation of one's own work and where appropriate that of other employees so as to achieve specific set objectives in the most efficient way possible within the resources available and within a set timetable.
- An ability to gain cooperation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of other employees.
- An ability to liaise with counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.

### **7. Qualifications and Experience (Key Selection Criteria)**

Selection of the most suitable applicant will be based on the following:

Essential

- Degree/Graduate Diploma in Librarianship/Teacher Librarianship/Library and Information/Knowledge Management with eligibility to professional personal membership to the Australian Library and Information Association (ALIA) or an accredited Degree/Graduate Diploma in Primary or Secondary Education or Teaching and substantial relevant experience in delivering children and youth services in a public library environment, including exceptional service delivery within diverse communities, which may include a community language other than English.
- Knowledge and understanding of authors, books and other library resources and the importance of the Libraries' role in supporting literacy for learning and reading for enjoyment.
- Proven experience in collection development in a public library environment.
- Extensive experience in the development, delivery and evaluation of programs and services to children and youth.
- Demonstrated understanding of Community Development principles with the ability to work strategically across Library Services, Council and the Community.
- Demonstrated experience in project management including preparation of project plans, written proposals and reports plus an ability to work within budget parameters.
- Demonstrated ability to communicate with and train all levels of staff.
- Current Victorian driver's licence, and a satisfactory (and ongoing) Police and Working with Children Checks supplied prior to offer of employment and commencement.

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**Verification**

We certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:


**Prepared by:**

<b>Name:</b>	Susan Thomson	<b>Signature:</b>	
<b>Date:</b>	July 2019		

**Manager:**

<b>Name:</b>	Tilla Buden	<b>Signature:</b>	
<b>Date:</b>	July 2019		

**Director:**

<b>Name:</b>	Martin Fidler	<b>Signature:</b>	
<b>Date:</b>	July 2019		

**Position Occupant:**

<b>Name:</b>		<b>Signature:</b>	
<b>Date:</b>			

**Inherent Physical Requirements of the position  
Summary**

Date of last review: July 2019  
Authorised by: Tilla Buden

Physical Requirement	Task Details	Rare	Occasional 0 - 33% of the working day	Frequent 34 - 66% of the working day	Constant >66% of the working day	Medical Provider Comment / Opinion
<b>Mobility / Postures</b>						
Sitting	Shelving, perfect ordering		✓			
Standing	Returning books, assisting patrons			✓		
Walking	Assisting patrons			✓		
Crawling		✓				
<b>Non-Manual Handling</b>						
Squatting / crouching	Shelving		✓			
Kneeling	Shelving		✓			
Bending	Shelving on lower shelves. Minimise by squatting/kneeling		✓			
Reaching				✓		
Twisting/trunk rotation	Scanning and stacking books. Can be minimised by moving the feet		✓			
Fine manipulation /pinch grip	Handling books, computer use			✓		
Power/open hand grip	Larger books, holding trolley		✓			
Writing / typing	Computer use		✓			
Climb ladders		✓				
Climb or descend down stairs	Accessing first or ground floor		✓			
Low level work	Shelving		✓			
Leg / foot controls		✓				

Physical Requirement	Task Details	Rare	Occasional 4 – 30 repetitions per day	Frequent 31 – 150 repetitions per day	Constant >150 repetitions per day	Medical Provider Comment / Opinion
<b>Manual Handling – lift, carry, push, pull or hold</b>						
1 - 5kg	Lifting, holding books. Pushing/pulling books in/out of shelves Pushing/pulling glass doors			✓		
5.1 - 10kg	Pushing/pulling loaded trolley		✓			
10.1 - 15kg	Lifting & carrying crates in returns		✓			
15.1 - 20kg		✓				
over 20kg		✓				
Lift floor to hip	Crates in Returns Books from lower shelves		✓			
Lift waist to shoulder	Books from trolley to upper shelf or intra library crates		✓			
Lift overhead		✓				
Pushing / pulling	Loaded large trolleys 5-6kgf over distances of 10 – 20 metres Glass meeting room doors <4kg if 2 person task		✓			

Cognitive Demand	Yes	No
Regular communicating with team/work mates	✓	
Regular communicating with others	✓	
Verbal instruction and supervision of others	✓	
High concentration	✓	
Planning and problem solving	✓	
Job/task organisation	✓	
Short-term memory	✓	
Long-term memory	✓	

<b>Definitions</b>	
<b>Mobility / Postures</b>	
Sitting	Stay in a seated position
Standing	Standing in an upright position, moving less than three steps
Walking	In an upright position moving more than 3 steps
Crawling	Move on the hands and knees or by dragging the body close to the ground
<b>Non-Manual Handling</b>	
Crouch / squat	To lower the body by bending forward from legs and spine, buttocks on or near the heels
Kneeling	To lower the body
Bending	To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds
Reaching	Extending arms out in any direction
Twisting / truck rotation	Rotating the body to one side or the other without moving the feet
Fine manipulation / pinch grip	Fingers are on one side of the object and thumb on the other, typically without the object touching the palm
Power/open hand grip	Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended
Low level work	Performing manual handling actions at or near ground level
<b>Manual Handling</b>	
Lift / carry / hold	Raising or lowering an object from one level to another and holding / transporting the object using the hands, arms, or on the shoulders
Pushing / pulling	Applying force to move something away or closer to one's self, including static positions
Kilograms of force (kg.)	Amount of force or effort required to perform a specific task or part of a task



## APPENDIX 1

### **Additional Key Responsibility Areas / Position Specific Responsibilities for all employees**

Main areas of responsibilities will include but is not limited to:

#### Business Unit Responsibilities

- Undertake Emergency Management duties as required by assisting in Emergency Management activities.
- At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers and employees.
- Make an ongoing, positive contribution to the Directorate.

#### Change Management

- Positively embrace, adopt and meet the challenges of change as it occurs within the organisation while possessing a 'can do' attitude in order to embrace new tasks and to assist others.

#### Team Effectiveness

- A demonstrated ability to work in a team environment and actively participate as a committed and valued team member to ensure a cohesive approach to achieving team and corporate objectives.
- Be a team player and adopt team practices that support a team approach across the organisation by supporting each other in a team environment to recognise individual team achievements and achieve team targets.

#### Organisational Requirements

- A committed employee, behaving in a manner consistent with personal and professional workplace standards as outlined in Council's Code of Conduct and other Council policies, procedures and guidelines.
- Make a positive contribution to Council and be mindful of the requirements outlined in the Victorian Charter of Human Rights in the provision of service delivery while respecting the rights of colleagues and customers at all times.
- Act respectfully, responsibly and be accountable for your actions.
- Ensure compliance to relevant OHS regulatory requirements and implement, promote and maintain Council's OHS and return to work (RTW) policies, procedures, training programs and perform other duties as directed within the limits of acquired skills, knowledge and training.
- Understanding of and ability to work with diversity within the workplace and community.
- Perform other duties as directed within the limits of acquired skills, knowledge and training.
- Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information.