



POSITION DESCRIPTION

POSITION TITLE:	Children's & Youth Librarian				
POSITION NO:	703691	CLASSIFICATION:	Band 5		
DIVISION:	Community Wellbeing				
BRANCH:	Library Services				
REPORTS TO:	Branch Team Leader				
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	Yes

Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all.

This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.

We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.

This position is required to provide evidence of COVID-19 double dose vaccination. We will work with individuals to assess their ability to meet this requirement on a case-by-case basis.

POSITION OBJECTIVE

The library operates in a team environment in which the Library Management, Library Resource & Technology and Library Community Learning & Partnerships teams work together to achieve the objectives and initiatives outlined in the library plan.

To achieve this objective the incumbent will:

- Contribute to the achievement of Yarra Libraries' business strategy, vision and values.
- Provide proactive customer service in line with Yarra Libraries' strategy, standards and behaviours.
- Initiate, plan and deliver a suite of integrated community programs and events that support lifelong learning, literacy and reader development for children, young people and parents/carers.
- Support the Senior Coordinator Community Engagement and Partnerships in building and sustaining effective partnerships with local organizations, schools and education providers.
- Liaise with individuals, community groups, education providers, youth service providers and wider community.
- Contribute to the ongoing acquisition, development and maintenance of collections across Yarra Libraries in print and online in accordance with Yarra Libraries policies and guidelines.
- Continuously monitor and evaluate collections, to identify future resourcing requirements.

ORGANISATIONAL CONTEXT

Yarra Council seeks to foster an inclusive and dynamic community. It recognises that engaging in social and cultural activities enhances community belonging and well-being.

Yarra's suburbs have a rich and varied history which is reflected in the city's-built form, natural environment and diverse population, which has a strong sense of community.

Lifelong learning and access to information and cultural resources has a place in the lives of all people, and Yarra Libraries has a valuable role to play in supporting our community as they learn, discover, imagine and engage.

Yarra Libraries is a dynamic public library service, providing a welcoming inclusive and stimulating environment where lifelong habits of learning and self-expression are encouraged, a love of reading is nurtured, and where library users can meet their educational, information and recreational needs.

Yarra Libraries sits within the Community Wellbeing Directorate and is responsible for the provision and management of public library services to the community, through five static libraries at Carlton, Collingwood, Fitzroy, North Fitzroy and Richmond and a virtual presence at www.yarracity.vic.gov.au/Libraries

The library service employs staff within the three core functional areas including, Library Development and Marketing, Resource and Technology; and Community Engagement and Partnerships.

ORGANISATIONAL RELATIONSHIPS

Position reports to:	Branch Team Leader
Position supervises:	Not applicable
Internal Relationships:	Library Staff Community Wellbeing Division Other internal Council staff
External Relationships:	Residents Public libraries Community Groups Members of the public External service providers Education providers

KEY RESPONSIBILITY AREAS AND DUTIES

1. Programs and Services

- Lead the development and delivery of library programs and events that promote library resources and services, support early literacy and learning needs of children aged 0-6 and their caregivers, with direction from the Team Leader Children's and Youth Services
- Participate in the development and delivery of inclusive learning programs in the areas of literacy, science, technology, engineering, arts and maths (STEAM) for school-aged children and their families.
- Participate in community outreach activities and events designed to encourage community engagement with the library service and to support local childcare, kindergarten and education centres in the City of Yarra as directed.
- Establish and maintain an awareness of community partnerships and possibilities supporting Yarra Libraries commitment to engaging children and youth through events, collections and services.
- Participate in networks across Council, the broader Public Libraries Victoria network, and education providers to identify opportunities for collaboration as directed by Team Leader Children's and Youth Services.
- Contribute to reports and evaluation of community programs as directed by the Team Leader Children's & Youth Services.
- Support the Community Engagement & Partnerships team with the development of partnerships with educational institutions, community service venues, Neighbourhood Houses, festivals and other community organisations.
- Prepare and coordinate partnership documents and agreements with external facilitators and other stakeholders.

2. Collection Services

- Contribute to the Collections and Shared Services team, through maintenance and development of the Yarra Library Children's and Youth collections, the weeding program, collection improvement initiatives, and providing input in relation to area of responsibility
- Provide support for ordering of library resources, with responsibility for ad-hoc orders and purchase requests
- Under the guidance of the Team Leader Collections and Shared Services, maintain collections in accordance with the Yarra Libraries Collection Development Policy and collection maintenance procedures.
- Proactively assist customers to use library services & resources including print and digital.

3. Marketing and Promotions

- Contribute to the ongoing promotion and marketing of library services, programs and collections.
- Contribute to the development of content which supports Yarra Libraries marketing/communication efforts around the provision of resources, through the variety of mediums including print and online.
- Referring marketing or promotional enquiries to the Marketing and Online Engagement team
- Assist the Marketing and Online Engagement team in maintaining a high level of presentation of library branches through the monitoring and implementation of:
 - Signage
 - Information notice boards and areas
 - Library displays
 - Promotional materials and their display
 - Monitoring and maintaining stocks of printed marketing collateral
 - Ensuring timely removal of outdated marketing collateral from branches

4. Customer Service

Provide pro-active customer service and support across Yarra Libraries by:

- performing a range of rostered desk shifts/library operations including circulation and collection maintenance duties that support customers in a self-service environment based on a high level of knowledge of library products and services
- dealing with enquiries in a proactive, effective and timely manner
- referring complex enquiries to specialist library staff
- providing customers with information relating to the collections, programs and services offered by Yarra Libraries
- Utilise the Customer Request Management System to effectively communicate and follow up with other employees in meeting the specific needs and expectations of customers as required
- collaborate with teams across the organisation to ensure the specific needs and expectations of customers are met
- Where required, provide support and undertake duties in other library areas to meet the operational requirements of Yarra and deliver quality customer service to the Yarra community

- Effectively implementing Yarra Libraries policies and procedures

5. Training & Support

- Conduct training and provide guidance within areas of expertise as required.
- Supervise and support work experience students as required.

6. Continuous Improvement

Contribute to the continuous improvement and development of Yarra Libraries by participating in the following regular and ongoing activities as required:

- All Library Staff Forums
- training programs
- team meetings
- meetings with specific Team Leader
- professional networks, seminars/workshops as required

7. The ability to work across all Yarra Libraries branches, and on evenings and weekends.

8. The incumbent is willing to undertake other duties as required.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

This position may supervise resources, other employees or groups of employees and provide advice to, or regulate clients, and give support to more senior employees.

The freedom to act is governed by clear objectives and budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans.

Safety & Risk

Act as a role model for a safety and risk management culture and ensure officers are aware of and adhere to legislative requirements and Council policies and procedures.

- Monitor and report on any conditions likely to impact on employee safety.
- Initiate or support the development and training of appropriate safe work practices for all new processes or equipment.
- Identify hazards, assess, report and investigate incidents, train staff and where practicable, resolve any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Ensure consultation with staff on OH&S issues as early as practicable and include safety and risk in all team meeting agendas.
- Yarra City Council is committed to prioritising and promoting child safety. We adhere to the Victorian Child Safe Standards as legislated in the Child,

Wellbeing and Safety Act 2005 and have robust policies and procedures in order to meet this commitment.

Sustainability

Embrace the following Sustaining Yarra principles through day-to-day work:

- Protecting the Future
 - Protecting the Environment
 - Economic Viability
 - Continuous Improvement
 - Social Equity
 - Cultural Vitality
 - Community Development
- Integrated Approach

Yarra Values

Behave according to the following values which underpin our efforts to build a service_ based culture_ based on positive relationships with colleagues and the community:

- Courage
- Respect
- Accountability

JUDGMENT AND DECISION MAKING

The work will involve solving problems, using procedures and guidelines and the application of professional knowledge, or knowledge acquired through relevant experience.

Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required. Guidance and advice would usually be available within the time required to make a choice.

SPECIALIST KNOWLEDGE AND SKILLS

- An understanding of the role and function of the Library teams to whom support is provided and the wider organisation.
- An understanding of the long-term goals of the Library Services Branch.
- Relevant knowledge of children's and youth resources; collection management and maintenance.
- Ability to develop and deliver high quality programs and services to children, youth and their families.

- An understanding of literacy development and language acquisition in children ages 0 – 6.
- Proficiency in the use of digital technologies and software.
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.
- Computer skills including demonstrated capabilities in the use of Microsoft Office business suite of tools (particularly Word, Excel, SharePoint and Teams).
- Ability to generate reports, and other written material to a high standard.
- Commitment to customer service ethic and personal service excellence, including written and oral communication and general customer service.
- Commitment to ongoing training and development.

MANAGEMENT SKILLS

- Skills in managing time, setting priorities and planning and organising own work
- Ability to retain the confidentiality of all Council business.
- Achieve individual and organizational goals in accordance with the expectations of Management and Council.

INTERPERSONAL SKILLS

- Ability work effectively as an individual and as part of a team.
- Demonstrate sound communication skills including the ability to discern (internal or external) customer needs and communicate appropriate resolutions to questions or problems.
- Ability to communicate effectively and liaise with staff and contractors at all levels of the branch and organization in person, over the phone and in writing
- Excellent verbal, presentation and written communication skills.
- Ability to discuss and resolve problems.
- Ability to relate to people from diverse cultural backgrounds.

MULTISKILLING

The incumbent of this position may be directed by the Manager Library Services, to carry out other duties as are within the limits of the employee's skill, competence and training, provided such duties do not promote a narrowing of the employee's skill base.

A current Working With Children Check card is required.

QUALIFICATIONS AND EXPERIENCE

A relevant tertiary qualification in Library and Information Management with relevant experience, or substantial equivalent experience in supporting community focused

services in education, information or recreation. Previous experience in public libraries or cultural administration and project management will be highly regarded. Certification as 3A - Abecedarian Approach practitioner will be highly regarded.

KEY SELECTION CRITERIA

1. Relevant knowledge or experience in selection and purchase of children's and youth resources; collection management; program planning, facilitation and evaluation.
2. A strong internal and external facing customer focus, with demonstrated customer service skills, well developed written and verbal communication skills and the ability to liaise effectively with a wide range of individuals.
3. Ability to build and maintain effective working relationships and networks in a community setting.
4. Demonstrated experience in development and provision of educational/learning activities and programs for children and youth in a public library or community setting.
5. Ability to assess priorities and manage competing deadlines both independently and as a member of a team and effectively interpret, organise and develop solutions to problems at a team and individual level.