



POSITION DESCRIPTION

POSITION TITLE:	Community Learning Librarian				
POSITION NO:	703673	CLASSIFICATION:	Band 5		
DIVISION:	Community Strengthening				
BRANCH:	Libraries, Arts and Events				
UNIT:	Library Services				
REPORTS TO:	Branch Team Leader				
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMP'T. 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.

POSITION OBJECTIVES

- 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.
- Liaise with individuals, community groups, educational institutions, key stakeholders (internal and external) and the wider community.
- Initiate, plan and deliver a suite of integrated community programs and events that support lifelong learning and literacy, with an emphasis on sustainability and responding to the climate emergency.
- Research, develop, implement and evaluate activities, programs and events which are responsive to community learning needs.

- Assist with the coordination of community engagement programs, events and activities with partners across the Yarra community.

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 Programs 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

ORGANISATIONAL RELATIONSHIPS

Position reports to: Branch Team Leader

Position supervises: Not applicable

Internal Relationships: Library Programs and Events Lead
Libraries, Arts & Events staff
Community Strengthening Division
Sustainability unit
Climate Emergency team
Other internal Council staff

External Relationships: Community organisations
Local businesses
Public libraries
Community groups
Members of the public
External service providers/contractors

KEY RESPONSIBILITY AREAS AND DUTIES

Library Learning Programs and Events

- Participate in the development of educational programs and events with an emphasis on financial literacy and sustainability to promote the role of libraries in supporting lifelong learning.
- Support and oversee the delivery of programs and events within the scope of this position.
- Contribute to the development and delivery of engagement activities that encourage residents within the City of Yarra to visit our libraries, access information, borrow our collections and participate in our programs and events.
- Support the Library Programs and Events Lead and participate in various networks and working groups (both internal and external) to identify opportunities for collaboration.
- Evaluate library programs and events for impact and support the wider library programming team with advice on effective program planning, development and delivery.
- Prepare and coordinate partnership documents and agreements with external facilitators and other stakeholders.

Marketing and Promotions

- Develop promotional campaigns and provide relevant content relating to programs and events within the scope of this position, working collaboratively with the Marketing and Online Engagement team to ensure effective promotion and engagement with planned activities.
- Contribute to the planning and implementation of various marketing strategies and activities designed to promote Yarra Libraries to the community.

Collections

- Undertake collection maintenance activities in accordance with Yarra Libraries guidelines and plans, and as directed by the Team Leader Collections and Shared Services, and generally within the scope of this position (literacy and sustainability).

Customer Service

- Provide pro-active customer service and support across Yarra Libraries by:
 - performing a range of rostered library operations that support customers in a self-service environment based on a high level of knowledge of library products and services including circulation and collection maintenance duties
 - 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 and services offered by Yarra Libraries
- Effectively communicate and follow up with other employees in meeting the specific needs and expectations of customers as required.

- Effectively implement Yarra Libraries policies and procedures.
- 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.

Continuous Improvement

- Contribute to the continuous improvement and development of Yarra Libraries by participating in the following regular and ongoing activities as required:
 - training programs
 - team meetings
 - branch meetings
 - professional networks, seminars / workshops as required

Training and support

- Conduct training and provide guidance within areas of expertise 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 and Risk

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- 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.
- Demonstrate leadership in reducing Yarra's emissions and building a climate resilient future by embedding climate considerations into all of Councils activities.

At Yarra Every Job is a Climate Job

Acting on the climate emergency requires that we change the way we think, make decisions, and prioritise action. We must embed proactive climate responses in the ways we govern, live our lives, and conduct our work. Every choice we make today and into the future will have an impact; this is true for Council and the community.

Acknowledging the scale of this crisis, at Yarra we are committed to ensuring that every job is a climate job meaning that each staff member will play a key role in shaping our climate response.

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:
 - Respect
 - Accountability
 - Courage

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 understanding of the long-term goals of the Library Services Branch, and an appreciation of the goals of the wider organisation.
- Cultural awareness and experience liaising with diverse community groups
- Ability to translate concepts into realised programs/events that meet identified community interests and are aligned with the goals and objectives of the wider organisation
- Ability to work cooperatively with stakeholders to develop activities, programs and events and build effective sustainable relationships/partnerships
- Ability to research, consult with stakeholders and utilise feedback to inform the planning and delivery of library programs and events
- General event management and hosting skills with the capacity to adapt for different audiences and contexts
- Demonstrated knowledge & proficiency in computer skills, including Windows, Office 365, online meeting platforms (e.g. Zoom), collaboration tools (e.g. Trello) and social media

MANAGEMENT SKILLS

- Support continuous improvement initiatives within the Library branch
- Undertake administrative tasks for the Branch, including operational processes, procedures and systems
- Skills in managing time, setting priorities and planning and organising own work, and in appropriate circumstances, that of other employees, to achieve specific and set objectives in the most efficient way possible, within the resources available and within a set timetable.
- Ability to retain the confidentiality of all Council business.
- Achieve individual and organizational goals in accordance with the expectations of Management and Council.

- Present clear and concise reports to Management.
- Ability to formulate and recommend improvements to the administrative management of the Branch, including procedures, systems and processes.
- Demonstrated ability to lead and manage staff

INTERPERSONAL SKILLS

- Excellent customer service skills
- Ability to write reports in their field of expertise and to prepare external correspondence.
- 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 gain the cooperation and assistance of staff and contractors at all levels of the branch and organization both in person and over the phone.
- Demonstrated ability work independently and as part of a team.
- Excellent verbal, presentation and written communication skills.
- Ability to discuss and resolve problems.

MULTISKILLING

The incumbent of this position may be directed 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.

QUALIFICATIONS AND EXPERIENCE

A relevant tertiary qualification in library and information management, education, community development or similar with relevant experience, or other lesser qualifications and substantial equivalent experience.

KEY SELECTION CRITERIA

1. Demonstrated experience in and/or knowledge of customer service and public libraries, as a place for community learning and social connection.
2. Ability to assess priorities and manage competing deadlines both independently and as a member of a team.
3. Demonstrated experience in event management and the delivery of a wide range of community learning programs or events.
4. Demonstrated ability to seek opportunities to foster and maintain partnerships with relevant organisations.
5. Well-developed conceptual and analytical skills with the ability to translate ideas into practical outcomes.