



POSITION DESCRIPTION

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

Yarra City Council 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 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.
- Liaise with individuals, community groups, education providers, youth service providers and other partners to achieve Yarra Libraries strategic goals.
- Initiate, plan and deliver a variety of a suite of integrated community programs and events that support lifelong learning, reader development and literacy targeting children and youth both at the library and community settings.

- Contribute to the ongoing development and maintain 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.
- Build partnerships with local organizations, community groups, individuals, education providers and other key stakeholders.
- Support planning and delivery of the libraries virtual services and products.
- Provide proactive customer service in line with Yarra Libraries' strategy, standards and behaviours.

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 Vision is: Building Community Discovery

Yarra Libraries Mission as indicated in the Yarra Libraries Strategic Plan 2017 - 2020 is: *To provide a place for all people to connect with others, discover new things and find inspiration, both within the library walls and beyond.*

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

ORGANISATIONAL RELATIONSHIPS

Position reports to:	Team Leader Children's & Youth
Position supervises:	Not applicable
Internal Relationships:	Library Staff Community Programs 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. Collection Services

- Support the Team Leader Children's & Youth Team Leader Collections and Reader Development to implement strategies that support the development of collections and resources that reflect the needs of children, youth and their families.
- Deliver regular collection maintenance activities in accordance with Yarra Libraries guidelines and plans.
- Contribute to reports and the evaluation of collections as directed by the Team Leader Collections and Reader Development.
- Support the Team Leader Children's & Youth and Team Leader Collections and Reader Development in development and implementation of policies, procedures and processes to achieve high performance and deliver customer satisfaction.

2. Programs and Services

- Participate in the development, planning and delivery of literacy and learning programs that promote library for children & youth aged between 0-25 years of age; their parents and community education providers.
- Participate in community outreach activities and events designed to encourage community engagement with the library service in alternative service points.
- Establish and maintain an awareness of community partnerships and possibilities supporting Yarra Libraries commitment to engaging children and youth through events, collections and services.
- Support the Team Leader Children's & Youth in the development of partnerships and opportunities for collaboration.
- Work collaboratively with teams across Yarra Libraries to support the implementation of Yarra Libraries strategies and plans.
- Participate in networks across Council, Public Libraries Victoria Network, and education providers to identify opportunities for collaboration.
- Provide referral pathways between learning agencies where appropriate.
- Contribute to reports and evaluation of community programs and collections as directed by the Team Leader Children's & Youth.

3. Communications & Marketing

- Contribute to the planning and implementation of marketing strategies and activities designed to promote Yarra Libraries to the community via a

variety of formats including online tools such as the library website and social media.

- Contribute to the development and ongoing maintenance of Yarra Libraries website and social media presence.
- Work collaboratively with teams across the service to support the implementation of Yarra Libraries strategies and plans.
- Foster and contribute to reader development strategies aimed at encouraging individuals to form a positive connection to the library and other readers through the sharing of reading experiences online.
- Assist the Marketing team to promote online resources.

4. 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 communicating and following up with other employees in meeting the specific needs and expectations of customers as required.
- Effectively implementing Yarra Libraries policies and procedures.
- Participating in the development and delivery of activities and programs that support the library as a place for reading, learning and community
- Collaborating with teams across the organisation to ensure the specific needs and expectations of customers are met
- Implementing Yarra Libraries customer service policies and procedures
- Where required, providing support and undertaking duties in other library areas to meet the operational requirements of Yarra and deliver quality customer service to the Yarra community.

5. Training & Support

- Conduct training and provide guidance within areas of expertise 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 required⁷. 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:

- Teamwork

- Integrity
- Respect
- Accountability
- Innovation
- Sustainability

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, an understanding of the long term goals of the Library Services Branch, and an appreciation of the goals of the wider organisation.
- Relevant knowledge of children's and youth resources; collection management and maintenance.
- Ability to develop and plan services and programs to provide high quality programs and services to children and youth.
- Experience in community development; an understanding of literacy development; and proficiency in the use of emerging technology and social media and applications.
- 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 and PowerPoint).
- Ability to generate reports, desktop publishing and other written material and an understanding of the principles of corporate objectives and performance measurement criteria.
- 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, and in appropriate circumstances, that of other employees, so as 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.
- Effective supervisory skills and ability to provide support to other staff when necessary with training or implementation of policies and procedures.
- 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 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.

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.

KEY SELECTION CRITERIA

1. Relevant knowledge of children' and youth resources; collection management; program planning, facilitation and evaluation.
2. A strong customer focus, with demonstrated customer service skills.
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 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.
6. Ability to effectively interpret, organise and develop solutions to problems.

7. Well developed, written and verbal communication skills and the ability to liaise effectively with a wide range of individuals.