



POSITION DESCRIPTION

POSITION TITLE:	Collections & Reader Development Librarian				
POSITION NO:	703682	CLASSIFICATION:	Band 5		
DIVISION:	Community Wellbeing				
BRANCH:	Library Services				
REPORTS TO:	Team Leader, Collections & Reader Development				
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.

POSITION OBJECTIVE

The library operates in a team environment in which the Library Management, Library Resource and 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
- Develop and maintain collections across Yarra Libraries including print, online and digital resources
- Monitor and evaluate collections, to identify future resourcing requirements and to improve collection performance
- Support the planning, development and delivery of programs and events for individuals and communities that support lifelong learning, improve literacy outcomes and encourage a love of reading
- Participate in establishing networks across Yarra Council and the community, to identify opportunities for partnerships and collaboration
- 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 *Connect Discover Inspire*.

Yarra Libraries Mission as indicated in the Yarra Libraries Strategic Plan 2017–20 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, Bargoonga Nganjin North Fitzroy and Richmond, and a virtual presence online (at <https://library.yarracity.vic.gov.au/>).

The library service employs staff within the three core functional areas including Administrative Support, Resource and Technology; and Community Learning and Partnerships.

ORGANISATIONAL RELATIONSHIPS

Position reports to: Team Leader Collections and Reader Development
Internal Relationships: Yarra Libraries staff
Yarra Council staff

External Relationships: Yarra Libraries members
City of Yarra residents
Suppliers & contractors
Industry professionals

KEY RESPONSIBILITY AREAS AND DUTIES

1. Collections and Reader Development

- Support the Team Leader Collections and Reader Development to identify and implement strategies for the development of collections, resources and reader development activities that reflect the needs of the Yarra community.
- Assist in the acquisition of resources in a range of formats in accordance with the Yarra Libraries' policies, guidelines and plans.
- Support regular collection maintenance activities in accordance with Yarra Libraries' policies, guidelines and plans, using a range of tools and technologies.

- With the support of the Team Leader, develop and deliver training initiatives designed for staff and customers to build knowledge in relation to collections, resources and reader development activities
- Contribute to reports and the evaluation of collections and programs as directed by the Team Leader Collections and Reader Development.
- Support colleagues to build awareness and understanding of Yarra Libraries' collections and resources, and relevant policies and guidelines.

2. Communications and Marketing

- Assist the Marketing & Online Development team to promote print and digital collections, and online resources
- Contribute and curate content for Yarra Libraries website and social media channels in relation to collections and reader development activities
- Support reader development strategies and activities that encourage individuals and communities to form a positive connection to the library and other readers through shared reading experiences

3. Outreach and Programing

- Participate in community outreach activities and events designed to support reader development and encourage a love of reading.
- Support other library teams with advice and promotion of library collections across a range of programs and activities.
- Support the Team Leader Collections and Reader Development in the identification and ongoing development of partnerships and opportunities for collaboration.

4. Customer Service

- Perform a range of rostered frontline library operations that support customers in a self-service environment, maintaining a high level of knowledge of library products and services including circulation and collection maintenance tasks.
- Provide customers with appropriate information relating to the collections offered by Yarra Libraries.
- Respond to customer and colleagues enquiries and feedback in a proactive, effective and timely manner.

5. 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
 - meetings with specific Team Leader
 - professional networks, seminars / workshops as required

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

7. 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 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.

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:
 - Respect
 - Teamwork
 - Innovation
 - Sustainability
 - Accountability
 - Integrity

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

- Demonstrated understanding of collection management principles and practices
- Strong digital skills, including confidence and proficiency with a range of tools and technologies to select, acquire, promote and evaluate resources
- Awareness of reader development activities, including support for programs with internal and external partners, and marketing and promotion of collections across a range of platforms
- An understanding of the strategic objectives of Yarra Council and Yarra Libraries

MANAGEMENT SKILLS

- Organise, prioritise and plan own work, to achieve organisational objectives efficiently and sustainably within agreed timeframes and budget
- Identify and recommend improvements to the administrative processes of the team
- Provide clear and concise verbal and written reports to Leadership and/or Management
- Retain the confidentiality of all Yarra Council business
- Demonstrated ability to role model positive and proactive customer service interactions

INTERPERSONAL SKILLS

- Well-developed communication skills (including spoken, listening, presentation and written skills), with demonstrated ability to adapt communications appropriately for internal and external audiences
- Excellent customer service, including the ability to deliver suitable responses to complex questions and/or constructive feedback
- Display a positive attitude to the work environment and maintain flexibility in work practices
- Work effectively independently and within a team environment

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 in project management will be highly regarded.

Previous experience working in a multicultural environment and/or abilities in a language other than English is desirable.

KEY SELECTION CRITERIA

1. Knowledge and/or experience in collection development (including selection, acquisition, curation and evaluation of resources), in the context of public libraries.
2. Knowledge and/or experience in identifying and delivering reader development activities for diverse communities, in collaboration with colleagues and/or community groups.
3. Well-developed digital skills, confident using a range of technologies and experience working with digital resources and web-based platforms.
4. Excellent communication skills, including written, spoken and listening capacities, and the ability to adapt communications to a range of audiences and formats.
5. Demonstrated customer service skills, working in accordance with our values and behaviours, and having a fair and flexible approach to work.
6. Ability to set priorities, to manage deadlines for self and others, within an environment of change and conflicting or competing demands.