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| Yarra Logo | POSITION DESCRIPTION | | | | | | |
| **POSITION TITLE:** | Access & Engagement Librarian | | | | | | |
| **POSITION NO:** | 703637 | | **CLASSIFICATION** | | | Band 5 | |
| **DIVISION:** | Community Strengthening | | | | | | |
| **BRANCH:** | Libraries, Arts and Events | | | | | | |
| **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, and maintain, relationships 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 and promote diversity and inclusion, lifelong learning, reader development and literacy.
* Research, develop, implement and evaluate activities, programs and events which are responsive to community 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 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 [www.yarralibraries.vic.gov.au](http://www.yarralibraries.vic.gov.au/).

**ORGANISATIONAL RELATIONSHIPS**

**Position reports to**: Branch Team Leader

**Position supervises**: Not applicable

**Internal Relationships**: Library Programs and Events Lead

Library staff and others within the Libraries, Arts & Events branch

Staff within the Community Strengthening division

Office of the Mayor and Councillors

**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 & Community Engagement**

* Participate in the development and lead the delivery of programs and events in partnership with local organisations and community groups that support and promote diversity and inclusion, lifelong learning, reader development and literacy.
* Contribute to the development, planning and delivery of various engagement activities that encourage residents within the City of Yarra to visit our libraries, access information, borrow our collections and participate in a variety of learning programs and activities.
* Support the Library Programs and Events Lead and participate in networks across council, local business and the community to identify opportunities for collaboration. This includes, but is not limited to, educational institutions, community service venues, community organisations, businesses, Neighbourhood Houses, festivals and other community places as required.
* Evaluate library programs and events and support the wider team with advice on 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 content for key projects and events as needed, collaboratively with the Marketing and Online Engagement team
* Contribute to the planning and implementation of marketing strategies and activities designed to promote Yarra Libraries to the community via a variety of formats.
* Contribute to the development and ongoing maintenance of Yarra Libraries’ social media presence as required.
* Work collaboratively with teams across the service to support the implementation of Yarra Libraries strategies and plans.

**Collections**

* Undertake collection maintenance activities in accordance with Yarra Libraries guidelines and plans, and as directed by the Team Leader Collections and Shared Services

**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 implementing Yarra Libraries policies and procedures.
* participate in the development and delivery of activities and programs that support the library as a place for reading, learning and community
* collaborate with teams across the organisation to ensure the specific needs and expectations of customers are met
* implement Yarra Libraries customer service policies and procedures
* 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
* meetings with specific Team Leader
* 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.

**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:
  + Accountability
  + Respect
  + 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
* Event and project management skills
* Ability to translate concepts into realised programs/events that meet identified community interests
* Awareness of community engagement principles and communication skills
* 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
* Demonstrated knowledge & proficiency in computer skills, including Windows, Office 365, collaboration tools 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 and experience in a similar role, or another relevant qualification with substantial equivalent experience.

Fluency in a community language (other than English) is desirable.

**KEY SELECTION CRITERIA**

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