

## POSITION DESCRIPTION

<b>POSITION</b>	<b>Children's &amp; Youth Services Librarian</b>
<b>SECTION / WORK UNIT</b>	Library Services & Customer Experience
<b>LOCATION</b>	GRLC
<b>AWARD CLASSIFICATION</b>	Band 5
<b>HOURS OF DUTY</b>	Fixed Term Full-Time
<b>CONDITIONS OF EMPLOYMENT</b>	Geelong Regional Library Enterprise Agreement (2017) and its successors
<b>REPORTS TO</b>	Library Coordinator
<b>OCCUPANT</b>	
<b>APPROVED BY</b>	Executive Manager, Library Services & Customer Experience
<b>DATE</b>	February 2021

### GEELONG REGIONAL LIBRARY CORPORATION

Established in 1997, the Geelong Regional Library Corporation (GRLC) is a consistently recognised industry leader in Victoria. Leading the way to enable our community to thrive, we take our mission to heart to be an exemplary library service and create opportunities for our community to read, learn, work and connect with each other and the world.

Not only are we the curators and distributors of accumulated knowledge and resources, we are also leading the way in all things technology and innovation to ensure inclusive access of this knowledge for all of us to be enriched, empowered and inspired in our lives.

We enable a safe space for all users to have the best library experience at all ages and have an incredibly rich calendar of learning and cultural programs throughout our network inclusive of the Geelong Library and Heritage Centre, our 16 community branches, 2 mobile libraries and digital services across 4 local government areas.

We are honoured to undertake delivering on our important responsibilities and proud of strong established relationships based on respect, care and kindness

### POSITION OBJECTIVES

- Lead staff in the delivery of high quality customer service at library facilities that is responsive to community needs.
- Actively contribute to the development of an effective and efficient library and information service to meet the recreational, cultural, information and education needs of children and young adults.
- Develop and deliver literacy and reader development programs and services.
- Develop and deliver outreach programs and services to support access to relevant and innovative library services.
- Support the planning and delivery of children's and young adult library collections.

- Develop and nurture partnerships with relevant stakeholders.
- Contribute to GRLC forward planning processes relating to library services for children and young adults.
- Fulfil the organisational objectives in accordance with approved plans, policies, procedures and guidelines.

## ROLE RESPONSIBILITIES

- **Customer Service**
  - As a library customer service shift supervisor, provide leadership to staff in the delivery of high quality customer service across the library service to ensure customers have a positive experience characterised by active engagement.
  - Participate in rostered library customer service shifts at library facilities and proactively engage with customers to maximise their use of resources, equipment, technology and online platforms.
- **Children's and Young Adult Services**
  - Adopt and model a human-centred approach that ensures positive customer experience.
  - Support the planning and delivery of children's and young adult library collections, in traditional and emerging formats, in consultation with the Manager Children's and Youth Services, GRLC Collections Team and Branch Librarian.
  - Develop and deliver library and information services that meet the diverse needs and interests of children and young adults and support their learning and personal development needs.
  - Maintain awareness of current trends and innovative practice in children's and young adult library services and contribute ideas to planning discussions.
  - Provide effective, professional readers advisory, reference and information services to all library users.
  - Maintain and continually develop own professional knowledge and awareness of current and upcoming trends and developments.
  - Support the Manager, Children's and Youth Services to meet strategic goals and objectives and contribute to ensuring the tasks and requirements of the position are carried out in his/her absence.
- **Programs and Outreach**
  - In consultation with the Manager, Children's and Youth Service, develop, implement and evaluate innovative infant, children's and young adult, reading, literacy and

digital literacy programs within the framework of the library's strategic plan.

- Plan and facilitate regular library visits.
- Supervise behaviour of program participants to maintain a safe and enjoyable library environment for all.
- Proactively promote GRLC widely in the community.
- Undertake targeted community outreach with key priority groups to promote library services specifically relating to children and young adults.
- **People and Teams**
- Establish and maintain effective relationships with internal and external stakeholders.
- Participate in duties required as a full member of the branch team and contribute to its operational success.
- Participate in duties required as a member of the GRLC team.
- In accordance with GRLC performance planning development and review processes, participate in performance reviews and prepare an annual work plan to support organisational objectives.
- Contribute to the successful operation of the library service by assisting colleagues and senior staff to support and meet the organisation objectives, goals and strategies of corporate plans.
- Attend and participate in staff meetings.
- Support the Branch Librarian in their day to day activities and assume the responsibility for the operation and security of the branch in their short-term absence.
- The CYS will ensure they are applying themselves in both their specialist and branch role and proactively adjusting desk time according to the branch operational requirements
- **Information Technology**
- Provide library based information technology programs including access to the internet and software packages.
- Troubleshoot information technology issues and problems as required.
- Ensure timely communication with specialist staff to ensure that information technology hardware and software programs are maintained at optimum level and with minimum downtime.
- Maintain awareness of ongoing technological advances and how they can improve access to information and library services for children and young adults.

- **Reporting**
- Report on the evaluation of programs and activities in keeping with GRLC reporting requirements and provide other reports as required. You are also required to:
  - Report to both the BL and CYS Manager equally
  - Proactively identify potential professional opportunities relevant for the role
  - Communicating any operational changes impacting their role to the CYS Manager and Branch Librarian as appropriate.

## CLASSIFICATION DEFINITIONS

### ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Accountable for supervision of staff, resolving customer service issues, and smooth operation of the library facility when rostered as the shift supervisor.
- Under the guidance of the Manager Children's and Youth Services, plan, implement and evaluate the delivery of children's and youth literacy, learning and social connection programs across the library service.
- This position is accountable for the key responsibilities outlined in the position description and has authority to carry out these responsibilities.
- Authority is determined by GRLC policies and procedures, clear objectives and work plans.
- Responsible for library facility opening and closing procedures as rostered.
- Management guidance is available.

### JUDGEMENT AND DECISION MAKING

- Ability to think creatively to develop innovative approaches, methods and processes utilising relevant knowledge and experience.
- Required to make decisions on the day-to-day operation of the library.
- Ability to identify and resolve problems using standard procedures and guidelines and provide recommendations within scope of expertise, though guidance and advice is usually available.
- Ability to ensure consistency in CYS learning programs across the library service by consulting with library staff involved in delivering programs
- Provide input into policies, plans and procedures for the library service relevant to area of responsibility.
- Deliver work plans and actions based on agreed resources and alternatives
- Use previous experience and agreed protocols when making decisions
- Guidance is available as required

### SPECIALIST SKILLS AND KNOWLEDGE

- Knowledge of community development and children's and young adult issues within local communities.
- Ability to support and work effectively with children, young people and their families, relevant stakeholders, as well as part of a multi-disciplinary team.
- An understanding of the principles of child development and early year's literacy development.
- Awareness of and ability to implement library policies and strategies.
- Demonstrated ability in the planning, promotion and delivery of programs and activities for children and young adults.
- Demonstrated ability to deliver information services, including anticipating and responding to emerging trends in reader and literacy development.
- Knowledge of and interest in latest developments in public library trends, information technology and provision of virtual library services.
- High standards of safety consciousness with regard to staff and public, and respect for personal and corporate property and equipment.

#### **MANAGEMENT SKILLS**

- Ability to effectively lead staff involved in program delivery for area of responsibility and when rostered as the shift supervisor.
- Demonstrated ability to effectively manage and plan own time, establish priorities, set and achieve short and long term goals for self in accordance with team and organisational objectives.
- Sound supervisory skills and ability to prioritise workflows and resolve customer issues in a busy customer service environment.
- Sound ability to supervise and provide support to staff with training or implementation of policies and procedures.
- Ensure OH&S and other legislative requirements are met in relation to the work for all areas within the responsibility of the position.
- An understanding of the organisational context including procedures and policies relating to the library and the goals of GRLC

#### **INTERPERSONAL SKILLS**

- Demonstrated customer service skills with the ability to confidently and actively engage with customers to discuss and resolve issues and problem behaviour.
- Sound communication skills with the ability to develop rapport and work effectively with a broad range of stakeholders from diverse backgrounds, including staff, general public, schools, community organisations and industry networks.
- Excellent written and verbal skills with the ability to produce online content, lesson plans and procedures for area of responsibility, and represent GRLC at

appropriate industry special interest groups.

- Ability to work in a team environment and gain cooperation from staff, members of the public and community groups.
- Well-developed facilitation skills with the ability to deliver learning programs.
- Demonstrated ability to effectively communicate and work constructively with children and young people.

### **QUALIFICATIONS AND EXPERIENCE**

- Degree or graduate diploma in a relevant discipline
- Experience working in a library environment desirable, preferably in a public library.
- Experience in program planning and delivery highly regarded.
- Current Victorian Drivers Licence.
- First Aid qualifications desirable.
- Current Working With Children Check.

### **KEY SELECTION CRITERIA**

- Degree or graduate diploma in a relevant discipline.
- Knowledge and understanding of child development and early year's literacy development support.
- Demonstrated experience in the planning, development, management, implementation and evaluation of community responsive children's and young adult reading, literacy and digital literacy programs and activities, preferably within a public library setting.
- Knowledge of and interest in latest developments in children's and young adult literature, reading and recreational trends.
- Skills and expertise in Indigenous cultural programs or multicultural services or disability access desirable.
- High level skills in information technology and software including Microsoft Office suite, Web based systems, Library Management System applications.
- Ability to handle a variety of issues concurrently with minimal supervision.
- Ability to foster and maintain positive partnerships with key stakeholders.
- Understanding of the role of public libraries in community building through programs, events, lifelong learning and literacy development.

- High level communication, interpersonal and presentation skills including the capacity to relate to people of all backgrounds and ages.
- Current Working With Children Check.
- Current Victorian Drivers Licence.

## ORGANISATIONAL RESPONSIBILITIES

### 1. Library Plan

- Contribute to the achievement of the vision, mission and goals through the strategies and actions articulated in the Library Plan.
  - Adopt and model GRLC's values embodied in the service principles articulated in the Library Plan
  - Intellectual freedom
  - Equity and access
  - Community focus and engagement
  - Innovation
  - Collaboration
  - Workforce support and development
  - Integrity and service excellence
  - Good governance.

### 2. Occupational Health & Safety

- Adhere to all Occupational Health and Safety Policies including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.
- Take reasonable care for your own health and safety and that of others who may be affected by your acts or omissions in our workplace.

### 3. Culture

- Contribute to a more flexible, resilient and proactive culture by participating in organisational teams
- Practice and promote EEO principles by treating fellow staff fairly and equitably and without discrimination and harassment
- Promote a positive image of the library to the community through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner
- Ensure awareness and adherence to all Geelong Regional Library Corporation policies and procedures.

#### ORGANISATIONAL RELATIONSHIPS

<b>Reports to:</b>	<b>Manager, Children’s and Youth Services</b> regarding implementation of Children’s and Youth Services strategic actions and work plans. <b>Library Coordinator, Torquay / GLHC</b> regarding branch operational strategic actions and work plans.
<b>Directly supervises:</b>	N/A
<b>Internal Liaisons:</b>	All staff
<b>External Liaisons:</b>	Library users Victorian public library colleagues External suppliers, contractors and service providers Member Council staff Guests and visitors to the libraries

#### OTHER RELEVANT INFORMATION

- The CYS Library Officer position is classified as a Band 5 within the Geelong Regional Library Corporation Enterprise Agreement 2017 and the salary is currently \$68,774 to \$79,087 pro rata plus superannuation.
- Vision Super scheme is the default fund determined in the Enterprise Agreement. Annual, sick and long service leave accruals will apply pursuant to the Enterprise Agreement.
- GRLC is a child safe and child friendly organisation committed to ensuring that all children who visit our libraries have the right to feel and be safe. Appointments to positions are subject to successful applicants providing positive Working with Children and Police checks.
- GRLC values equal opportunity and strives to create an inclusive and welcoming work environment that represents the diverse community we service. Applicants from Aboriginal and Torres Strait Islander people are encouraged to apply.
- We encourage expressions of interest and applications from people with a lived experience of disability, or long term illness or injury and people of all abilities, cultures, age, sex and gender.

#### APPLICATION PROCESS

Applications marked “private and confidential” including a covering letter, curriculum vitae, statement addressing the key selection criteria and three professional referees should be forwarded by email to:

Shane Brown, People Coordinator [jobs@grlc.vic.gov.au](mailto:jobs@grlc.vic.gov.au)

Enquiries: Shane Brown, People Coordinator, 03 4201 0511

**Applications close 9<sup>th</sup> April 2021**