

CANDIDATE INFORMATION PACK

For the position of: Children's / Youth Services Librarian
Full Time
Ongoing
\$73,699 - \$85,029

Closing date: Sunday 6 December 2020; 11.00pm

Thank you for your enquiry concerning prospective employment with Whitehorse Manningham Regional Library Corporation. In the following pages you will find the position description and general information to assist you in your application.

How to apply

Your application should include the following:

- a cover letter, stating the position you are applying for
- a statement addressing the Key Selection Criteria detailed in the attached position description
- your resume / curriculum vitae

Applications that do not provide all the required components may not be considered.

Your resume should be precise and easy to read. Highlight your major achievements and only include information which is relevant to the position applied for. Applications must be in either PDF or word format.

Applicants must have appropriate employment and residency status in Australia.

Your application for a position with Whitehorse Manningham Regional Library Corporation should be addressed to the Chief Executive Officer, Sally Both, and must be submitted by email or via the website (preferred). The direct email address is: applicants@wml.vic.gov.au

Please note that to have your application considered it must be no later than 11.00pm on the closing date. Unfortunately any applications received after this time cannot be considered.

As part of the recruitment process preferred candidates will be required to consent to a national criminal record check and working with children check.

The information you provide is collected for the purpose of prospective employment with Whitehorse Manningham Regional Library Corporation. In accordance with the Privacy and Data Protection Act 2014 you may have access to this information and may do so by contacting Corporation's Information Privacy Officer on 9896 4333. The information provided by you will be kept until no longer required. Any referees provided must be notified and advised by you of the possibility that they may be contacted by Whitehorse Manningham Regional Library Corporation for a reference check.

Advertisement

Children's / Youth Services Librarian

Position Number BR2 Ongoing Full Time

Whitehorse Manningham Libraries is seeking an energetic, flexible and pro-active Youth Services Librarian to develop and deliver programs and collections for children and young adults.

The successful applicant will be passionate about developing community partnerships, will enjoy telling stories, planning programs and promoting the library to children, young adults and their families. Strong information and communication skills suited to working in a busy public library environment are essential.

Applicants must have formal qualifications in Librarianship and be eligible for Associate membership to ALIA.

Rostered shifts will include weekdays, evenings and weekends. Whilst this position is currently located at the Doncaster Library, the successful applicant may be required to work at any of the Whitehorse Manningham Libraries.

This position is subject to a satisfactory Working with Children Check and Police Check prior to commencement.

All applicants are required to read the position description prior to submitting an application. For instructions on how to apply and a copy of the position description go to the Whitehorse Manningham Libraries website: www.wml.vic.gov.au/employment.

All applications must be submitted via the Apply Link on the Whitehorse Manningham Libraries website (preferred) or directly to applicants@wml.vic.gov.au. Applications which do not include all the required information may not be considered.

Only shortlisted applicants will be contacted.

For further information, contact Jonathan Gosden on 9896 4333.

Applications close 11pm Sunday 6 December 2020

KEY SELECTION CRITERIA – To be addressed in application

- Ability to promote and deliver quality customer focused youth services to the community.
- Ability to deliver quality customer focused information services.
- Ability to contribute to the development and management of collections.
- Ability to delivery youth programs in a range of different formats; eg in person or online
- Ability to undertake user education including internet/electronic resources education.
- Ability to undertake branch supervisory responsibilities as required.
- Ability to contribute as a team member.
- Sound oral and written communication skills.
- Relevant qualifications and experience.

About Whitehorse Manningham Regional Library Corporation

The Whitehorse Manningham Regional Library Corporation (WMRLC) is located 12 kilometres east of the Melbourne CBD. WMRLC is a Local Government Authority with the operations and responsibilities of the Corporation being defined under the Local Government Act (1989) and was established in 1995 to provide library services to the Cities of Whitehorse and Manningham. Services are delivered through eight branch locations and online services at www.wml.vic.gov.au.

The four-year Library Plan determines the strategic direction and objectives for the Corporation.

KEY THEMES AND STRATEGIES

Over the next four years (2017 – 2021), the following four strategic goals will set the direction for the way Whitehorse Manningham Libraries works to ensure the services we deliver benefit the community

1. Read, Learn and Discover

Our library has a critical role in contributing to community and individual wellbeing by providing accessible and engaging collections, resources and programs that encourage life-long learning and reading for pleasure.

To achieve this goal we will:

- *Provide high quality collection resources that are relevant to the needs of our diverse community*
- *Celebrate the power of reading and literature to enrich lives*
- *Provide access to information services and programs that support life-long learning for all in the community through our physical, online and outreach platforms*
- *Deliver programs and services that foster the development of literacy to help strengthen community competency in this essential life skill*
- *Deliver programs and services that provide opportunities to explore the past and discover the future*
- *Have skilled staff available to help people access the resources and information they need in an increasingly complex world.*

2. Connect, Collaborate and Participate

Our library provides opportunities for social connection and community engagement. We actively invite and develop collaborative community partnerships to achieve mutual benefits.

To achieve this goal we will:

- *Work in partnership with our member Councils, community organisations, service providers, commercial sectors and volunteers to deliver collaborative services that provide opportunities to strengthen community capacity*
- *Explore new ways for people to connect with technology, ideas and others through participatory programs, events and activities*
- *Create free and safe physical and online spaces and services that facilitate social connection*
- *Communicate with our community to help people discover the value of the library and what it has to offer them*
- *Participate in state-wide and national public library initiatives to increase awareness and engagement with library services.*

3. Experience

Our libraries are important civic spaces where all in the community should feel welcome. We strive for excellence in all aspects of our services to ensure a positive and responsive experience for all customers.

To achieve this goal we will:

- *Implement a customer focused service model that facilitates positive service interactions and user experiences*
- *Provide safe, welcoming and accessible physical spaces that encourage use by all in the community*
- *Work towards creating inspiring and flexible physical spaces that adapt to the changing needs and expectations of the community*
- *Ensure the library's digital spaces are accessible and easy to navigate*
- *Implement policies and services that are responsive to community expectation and reduce barriers to access*
- *Maintain a technology infrastructure that ensures reliable connectivity, security and capacity for growth Invest in the recruitment and development of our staff to ensure we have the capacity to deliver exceptional library services*
- *Provide rewarding volunteer experiences that enhance and extend the library's service offering.*

4. Value:

We apply best practice principles to the way we work to ensure our services continue to be relevant and sustainable.

To achieve this goal we will:

- *Maintain sound governance practices and ensure compliance with legislative and regulatory requirements*
- *Manage risk effectively*
- *Ensure effective business processes and practices are implemented Utilise technology to streamline operations and enhance functionality*
- *Maintain strong corporate performance reporting practices*
- *Implement robust data collection, analysis and evaluation methods to measure outcomes and impacts*
- *Inform and educate stakeholders on the value of the library in the community*
- *Be a leader in our industry by encouraging staff engagement with innovation and emerging trends*



POSITION DESCRIPTION

| | | | |
|-----------------------------|---|------------------------------------|----------|
| Position Title | Youth Services Librarian | | |
| Position Number | BR2 | | |
| Department | Branch Services | | |
| Award Classification | Band 5 | | |
| Reports To | Branch Manager / Team Leader, Coordinator Youth Services | | |
| Internal Liaisons | Members of the Youth Services Team; members of the branch team and counterparts at other branches; Technical Services staff; and other staff at all levels as required. | | |
| External Liaisons | Member councils, other libraries and municipalities, educational institutions, services providers, professional associations, suppliers, community groups and local organisations, and library users. | | |
| Supervises | Other branch staff, students and volunteers | | |
| Probationary Period | Six months | Working with Children Check | Required |
| Date Approved | November 2020 | National Police check | Required |

OUR ORGANISATION



Our Vision

A library open for all to discover a world of possibilities.



Our Mission

To provide opportunities that inspire our community to read, learn, connect and create.

Our Values

Respect – We acknowledge our diverse community and support equal access to services by all.

Integrity - We are open, honest and accountable in the way we conduct our business.

Community Driven – Our services and the way we deliver them are shaped by the needs and aspirations of our community.

Collaboration – Together we develop positive relationships and partnerships that strengthen our services and their impact.

Excellence - We aim for excellence and strive to find new ways to improve how we work and deliver services.

Whitehorse Manningham Regional Library Corporation delivers high quality library services to the communities of Whitehorse and Manningham. The Corporation operates branch libraries at Blackburn, Box Hill, Bulleen, Doncaster, Nunawading, The Pines, Vermont South and Warrandyte. Online services are provided through www.wml.vic.gov.au.

POSITION OBJECTIVES

- Participate as a team member to support the effective delivery of branch and youth services to young people 0 - 18 years, their parents and carer givers.
- Provide services to library users to most effectively utilise library resources and information services available within the library or from external agencies.
- Supervise and manage branch operations when required.
- Contribute to the achievement of Corporate goals and branch goals.

KEY RESPONSIBILITY AREAS

Branch Services

- Participate as a team member in all facets of branch procedural and operational matters and as required, supervise and manage branch staff and procedures to ensure that efficient, consistent and approved branch practices are maintained.
- Provide professional and customer-oriented library and information services.
- Provide user and staff education as required in the use of library resources and information services, including online resources.

Youth Services

- Contribute to the development of regional and branch youth services policies and plans.
- Under the direction of the Coordinator Youth Services and in conjunction with Manager Collections and Information Services, participate in collection development and management of youth resources with special attention to the needs of the community served by the branch.
- Promotion of youth services and delivery of programs, including input into the development of quality publications designed to promote youth services.
- Deliver library programs in a format that is applicable to the targeted user group, this may include online delivery.
- Monitor and report on branch library youth resource collections and services.
- Maintain awareness of developments in the provision of youth library services, programmes and resources.

Occupational Health and Safety

- Provide a safe working environment in accordance with the Occupational Health and Safety legislation.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is accountable to the Branch Manager/Team Leader for:

- Effective and efficient supervision and management of staff and procedures as required.
- Effective contribution as a team member.
- Provision of efficient and effective branch information services and utilisation of library resources at the branch level.
- Provision of staff and user education.
- Effective collection development and maintenance.

The position is accountable to the Coordinator Youth Services for the:

- Provision of appropriate training for staff and library users.
- Provision of effective and efficient youth services at the branch level.
- Provision of relevant and accessible branch youth collections, and monitoring and reporting on their use.
- Provision of customer focused quality youth programs.

The incumbent's authority and freedom to act is subject to clear guidelines and objectives. The incumbent fully briefs the Branch Manager/Team Leader/Coordinator Youth Services on all issues of operational importance and issues which may impact on customer service, cost, or time schedules.

JUDGEMENT AND DECISION MAKING

Decisions made impact on the nature and quality of services provided, and on local community perceptions of these services.

The objectives of the work are usually well defined but the particular approach to be used may be selected from a range of available alternatives.

The work may involve solving problems, using established procedures and guidelines and prior professional or technical knowledge. Independent judgement may be required but guidance and advice would usually be available within the time required to make a choice.

KEY COMPETENCIES

Specialist skills and knowledge

- Ability to understand concepts and principles of current public library services, in particular, youth services and to apply or modify these to satisfy the local requirement.
- Knowledge and understanding of the local community served.
- Ability to contribute to the development, delivery and promotion of quality cost-effective youth programs.
- Collection management skills, in particular with youth resources.
- Awareness of contemporary developments in youth library services, programs and literature including technological changes and their particular application to the delivery of library services.
- Competency in the use of computers, personal electronic devices and a variety of software tools in the provision of library services.
- Information and reference skills and knowledge of information sources, including electronic resources.
- Capacity to analyse enquiries and to utilise relevant resources for customer satisfaction.
- Ability to undertake staff and user education.
- Ability to effectively undertake circulation and other routine duties.

Management/organisational skills

- Ability to prioritise and achieve objectives.
- Leadership, motivational and supervisory abilities.
- Strong commitment to quality and customer service.
- Knowledge of and commitment to the principles of Equal Employment Opportunity and Occupational Health and Safety.

Interpersonal skills

- Sound, friendly, helpful and efficient oral and written communication skills.
- Ability to gain the co-operation of others.
- Support for the achievement of team objectives before individual goals.
- Public relations and public speaking skills.

QUALIFICATIONS AND EXPERIENCE

- Tertiary qualifications in Librarianship recognised by A.L.I.A.
- Some experience in delivery of youth and/or branch public library services.
- Valid Victorian driver's licence preferred.
- Valid Working with Children Check.

INHERENT REQUIREMENTS OF THE POSITION

The position includes a significant component of public floor desk duties. Substantial manual handling is an inherent physical requirement of working in this role.

| Task | Performed Often (5+ times in one shift or sustained for 30 minutes) | Performed Sometimes (Less than 5 times in one shift) | Never / Rarely Performed |
|--|--|---|--------------------------|
| Passive | | | |
| Keyboard duties | ✓ | | |
| Reading tasks | ✓ | | |
| Writing tasks | ✓ | | |
| Telephone duties (incoming and outgoing calls) | ✓ | | |
| Sitting (extended periods) | ✓ | | |
| Walking / Standing (brief periods) | ✓ | | |
| Walking / Standing (extended periods) | ✓ | | |
| Climbing stairs | | ✓ | |
| Driving a car | | ✓ | |
| Manual Handling | | | |
| Lifting / carrying < 20kg | | ✓ | |
| Lifting / carrying > 20kg | | | ✓ |
| Pushing / Pulling trolleys | ✓ | | |
| Bending, squatting or reaching | ✓ | | |
| Repetitive arm / wrist movements | ✓ | | |
| Bending or twisting spine | ✓ | | |
| Looking up/down | ✓ | | |
| Reaching forwards or sideways | ✓ | | |
| Gripping or grabbing | ✓ | | |
| Sensory | | | |
| Fine Hand Coordination | | ✓ | |
| Hearing – hold direct conversation | ✓ | | |
| Hearing – telephone | ✓ | | |
| Visual – read materials and signage | ✓ | | |
| Emotional | | | |
| Exposure to challenging conversations and behaviours | | ✓ | |
| Dealing with grief and loss | | ✓ | |
| Communicating with elderly patrons | ✓ | | |
| Communicating with Non-English speaking patrons | ✓ | | |
| Providing empathy and support | ✓ | | |

Note: This table is not an exhaustive of all the job factors, however forms a basic capability guide to the activities required to undertake the role.

HOURS OF DUTY AND LOCATION

- Engaged on the basis of a 36 hours week and pay scale.
- All positions may be required to work at any service point within the Region.
- The incumbent will be required to undertake shift work, including evening and weekend work.

REMUNERATION

In the range Band 5A – 5D

SELECTION CRITERIA

- Ability to promote and deliver quality customer focused youth services to the community.
- Ability to deliver quality customer focused information services.
- Ability to contribute to the development and management of collections.
- Ability to delivery youth programs in a range of different formats; eg in person or online
- Ability to undertake user education including internet/electronic resources education.
- Ability to undertake branch supervisory responsibilities as required.
- Ability to contribute as a team member.
- Sound oral and written communication skills.
- Relevant qualifications and experience.
- Commitment to Equal Employment Opportunity and Occupational Health and Safety principles.

Appointment to this position is dependent on obtaining and maintaining a Working with Children's Check and a Police Check.

GENERAL EMPLOYMENT CONDITIONS

1. General Conditions

- WMRLC employees are required to observe all Corporation policies, codes of conduct and follow work instructions and relevant regulations.
- Employees are expected to manage Corporation records in accordance with the relevant policies and procedures.
- Working conditions are governed by the WMRLC Enterprise Agreement.

2. OH&S and Risk Management

All staff are expected to:

- Follow established safe operating practices, procedures and instructions;
- Take reasonable care for their own OHS and that of their colleagues;
- Seek assistance when unsure of practices and procedures to perform a task;
- Report all hazards, incidents, injuries, near misses and potential risks as soon as practicable to their supervisor;
- Actively participate and contribute to preventative OHS strategies, audits, team meetings and training.

Staff in a supervisory role must ensure that safe work practices are observed and issue instructions in relation to or cease unsafe work practices in the workplace.

3. Equal Opportunity, Human Rights and Bullying

The Corporation is committed to the principles of Equal Opportunity and Human Rights and believes that all employees should be able to work in an environment free of discrimination and harassment. Staff are encouraged to support each other in creating and maintaining an environment that is free of harassment.

All employees of the Corporation have a responsibility to treat each other fairly and with respect and act in accordance with the Occupational Health and Safety, Equal Opportunity and Bullying in the Workplace policies. As an employer, the Corporation will not defend or support discriminatory actions of staff that are unlawful.

4. Code of Conduct

All staff are required to observe the standards of conduct and behaviour outlined in the Code of Conduct. A breach of the Code may result in counselling and disciplinary action. A substantial breach may result in termination of employment.

5. Privacy

The Corporation is committed to complying with the Victorian Privacy and Data Protection Act 2014. The Corporation recognises the importance of the privacy of personal information collected by the Library Service and is committed to ensuring that personal information is appropriately stored and managed. All employees are required to follow the Corporations Information Privacy Policy at all times.

6. Child Safety Commitment

The Corporation is committed to the safety and well-being of all children and young people participating in our programs and visiting our libraries. All employees are expected to adhere to the Corporation's Child Safe Policy, acknowledging their right to be treated with respect and protected from harm.

ACKNOWLEDGEMENT

I _____ have read and understood the position description and agree to perform in the position of Youth Services Librarian as per the requirements of the position description.

(Employee signature)

Date

(Branch Manager / Team Leader)

Date

Please return the signed Position description to Corporat