

POSITION DESCRIPTION

Position Title	Children's & Youth Services Librarian		
Position Number	BR2		
Date Approved	September 2021		
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	Mandatory compliance checks	Police Check & Working with Children Check

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.

Children's & 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.
- Engage with community partners and collaborate with Member Councils to deliver services to the community.
- 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 librarianship qualification which confers eligibility for professional membership of the Australian Library and Information Association as a qualified librarian; or a relevant tertiary degree qualification and a commitment to gain ALIA recognised qualifications
- Some experience in delivery of youth and/or branch public library services.
- Valid Victorian driver's licence preferred.

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

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.

SELECTION CRITERIA

- Ability to promote and deliver quality customer focused children's and youth services to the community, both in-house and in an outreach capacity.
- 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 Children’s and 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 Corporate Services for inclusion on the employee’s file.