

POSITION DESCRIPTION

Position Title	Relief Librarian
Position Number	BR23
Department	Branch Services
Classification	Band 5
Date Approved	May 2026
Probationary Period	6 months
Mandatory Checks	Working with Children Check and National Police Check

OUR ORGANISATION

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.

OUR VALUES

				
Respect Treating everyone with respect, dignity and courtesy.	Collaboration Working together to achieve better outcomes.	Integrity Being open, honest and accountable.	Curiosity Being open to learning and exploring ways to improve.	Agility Being flexible and adaptable to change.

POSITION OBJECTIVES

Strategic:

- Contribute to the achievement of Corporate and branch goals.

Operational:

- Provide high quality library services to the Whitehorse Manningham communities, with a particular focus on effective information and reader guidance services.

- Participate on a relieving basis as a team member in all facets of branch procedural and operational matters; including, when required, the supervision of staff.

KEY RESPONSIBILITY AREAS

Branch Services

- Participate on a relieving basis as a team member in all facets of branch procedural and operational matters.
- As required, supervise branch staff and procedures to ensure efficient, consistent and approved branch practices are maintained.
- Participate in the provision of professional information and reader guidance services, customer service and public floor duties.
- Provide support for library programs and events.
- Under the direction of the Branch Manager/Team Leader, participate in branch collection development and maintenance.

Information and Reader Guidance Services

- Provide formal and informal user education.
- Actively maintain awareness of developments and trends in the provision of library and information services, programs and resources.

Occupational Health and Safety

- Provide a safe working environment in accordance with Occupational Health and Safety legislation and WMRLC policies and procedures.

ORGANISATIONAL RELATIONSHIPS

Reports to:	Branch Manager / Team Leader or Coordinator Operations Support
Supervises:	Other Branch Staff
Internal Contacts:	Senior Management Team, Branch Management Team, other professional staff, members of the branch team and other staff as required.
External Contacts:	Member Councils, other libraries and municipalities, educational institutions, service providers, professional associations, community groups, local organisations, and library users.

ACCOUNTABILITY AND EXTENT OF AUTHORITY

The position is accountable to the Branch Manager for the:

- Effective and efficient supervision of staff and procedures as required.
- Effective contribution on a relieving basis as a Branch team member.
- Provision of quality customer services.
- Provision of effective and efficient information and reader guidance services at the branch level.
- Effective contribution to collection development and maintenance at the branch level.
- Provision of user education.

The incumbent's authority and freedom to act is subject to clear guidelines. The incumbent fully briefs relevant managers on all issues of operational importance and issues, which may affect 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 those 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

- Knowledge and understanding of the local community.
- Awareness of the trends in library and information services.
- Ability to analyse enquiries and to utilise relevant resources to effectively respond to customer library service needs.
- Broad awareness of current affairs, publishing trends, and technological changes and their particular application to the delivery of public library services.
- Ability to provide user education.
- Ability to contribute to collection development and maintenance.
- Ability to effectively undertake circulation and other routine duties.

Management skills

- Ability to prioritise and achieve work objectives within specified time frames.
- Supervisory abilities.
- Support for the achievement of team objectives before individual goals.
- 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.
- Ability to maintain good working relationships with local community organisations, agencies and service providers.
- Public relations and public speaking skills.
- Strong commitment to the provision of quality customer focused services.
- Ability to work flexibly and respond adaptively to the challenge of working at different branches.

QUALIFICATIONS AND EXPERIENCE

Prerequisites:

- Current Working with Children Check.
- Satisfactory National Police check at commencement and at regular intervals throughout employment with the Corporation. An unsatisfactory assessment may result in an offer of employment being withdrawn.

Essential:

- Tertiary qualifications in Librarianship recognised by A.L.I.A., or proven significant progress towards a recognised qualification
- Some experience in provision of information and reader guidance services.

Desirable

- Valid Victorian driver's licence.

HOURS OF DUTY AND LOCATION

- Positions within the Whitehorse Manningham Library Service are not fixed at the one location and may be required to work at any service point within the region, dependent upon business needs, as per the weekly duty roster.
- The incumbent will be required to undertake shift work, including evening and weekend work.

REMUNERATION

In the range of Band 5A – 5D

SELECTION CRITERIA

- Relevant qualifications and experience.
- Demonstrated ability to deliver quality and customer focused information and reader guidance services.
- Ability to contribute to effective collection development and maintenance.
- Ability to contribute as a team member and to undertake branch responsibilities as required, including the supervision of staff.
- Understanding of current library trends in the provision of information and reader guidance services.
- Strong commitment to quality and customer service.
- Demonstrated sound oral, written and influencing skills.
- Flexibility to work across multiple locations and shifts.

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	✓		
Emotional resilience	✓		
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.

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.

7. Intent

The intention of the position description is to provide an outline of responsibilities at a point in time. Responsibilities may evolve in accordance with organisational needs.

ACKNOWLEDGEMENT

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

(Employee signature)

Date

(Coordinator Operations Support)

Date