

Adult/Information Services Librarian

Position Description



Adult and Information Services Librarian – First Peoples Identified

Position number:	1190
Classification:	Band 5
EA:	Moreland City Council Enterprise Agreement
Directorate:	Community
Branch:	Cultural Development
Unit:	Library Services
Reports to:	Library Team Leaders
Supervises:	All staff when the occupant is the most senior staff member available; Library Officers and Library Technicians reporting to the position
Approved by:	Manager Cultural Development

Organisational vision:

One team, brave and diverse, making a difference

Organisational values:



With the community at the heart, this is our promise:



This is a special measures position and only First Peoples (Aboriginal and/or Torres Strait Islander Peoples) are eligible to apply, as per the Equal Opportunity Act 2010.

Position objectives

In accordance with established Library policy, practices and directives, provide high quality, targeted library and information services to the local community and organise the Local Studies Collection, under the direction of the Library Team Leaders.

Key responsibility areas

Customer Services

- Perform customer service duties, including assisting with self-service and borrowing e-materials, returning, shelving and shelf reading library materials.
- Instruct and advise customers in using the catalogue, databases and the library.
- Perform information and reference service duties, including providing a reference service for local history and genealogical enquiries and providing information and customer assistance with photocopiers, Wi-Fi, the Internet and PCs.
- Supervise homebound services from the service point(s) where the position is based.
- Assist with the reservations pick list.
- Provide relief at other library service points as required.

Promotion and Extension Activities

- Organise book group and other reader development programs, information literacy programs, library tours, local history talks and extension activities.
- Promote adult collections, e-resources, the ganbo marra and Local Studies collections in a variety of ways including, but not limited to: printed collateral, website and social media.
- Culturally safe programming for Aboriginal and Torres Strait Islander communities.
- Outreach to First Peoples service providers and community organisations.
- Provide talks to community groups promoting library services.
- Liaise with local historical societies regarding events, partnerships, and collections.
- Arrange displays, notices and extension activities to promote services for adults to the community.
- Organise maintenance of community noticeboards and distribution of community brochures, posters, etc.
- Oversee staff and community displays and display bookings.

Staff Supervision and Administration

- Supervise and assign work to Library Shelving officers, Library Officers and Library Technicians reporting to the position and other library staff as required at the service point(s) where the position is based.
- Develop work plans and undertake staff evaluation for staff reporting to the position.
- Coordinate and supervise work experience placements at the service point(s) where the position is based.
- Prepare rosters as required.
- Prepare reports and correspondence as required, including reports from the Library Management System.
- Organise general day-to-day administrative duties when required.

Collection Development

- Assist where directed by the Library Coordinator Resources and Technology, in selecting books, periodicals, online resources and other library material for adults. This will include developing specifications for standing orders, profiles, trialling online resources and evaluating recommendations for purchase from the public.
- Sort items for repair, binding and withdrawal from the adult English language and reference collections at the service point(s) where the position is based.
- Organise donations of books and other materials.
- Maintain, organise and preserve materials relating to the history of the local community.
- Identify and acquire items for both the ganbo marra and Local Studies collections.
- Assist with making items in the Local Studies collection discoverable and accessible by the public.

Employee competencies and accountabilities

Competencies:

- **Community and Customer Focus:** Building strong customer relationships and delivering community / customer-centric solutions.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Courage:** Stepping up to address difficult issues, saying what needs to be said.

Accountabilities:

- Contribute to the effective implementation of the Merri-bek Continuous Improvement system in the work area and achievement of quality outcomes.
- Contribute to the achievement of a safe and healthy environment by working in accordance with Council's OHS Policy and Procedures.
- Merri-bek City Council is committed to being a Child Safe organisation and has zero tolerance for child abuse. We believe children and young people have the right to be and feel safe and that their safety and wellbeing is the responsibility of everyone. It is expected that the successful incumbent of this position will adhere with the above statement and Council's Child Safety and Wellbeing Policy and Procedures whilst undertaking their duties.
- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.
- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.

- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

Other duties:

- Required to undertake other duties as directed.

Organisational relationships

Internal Relationships	All Library staff; Council Departments, particularly Community
External Relationships	Networks of adult, reference and Local Studies Librarians; Local historical societies and groups; Booksellers; library suppliers; Relevant staff at secondary schools and tertiary institutions.

Job characteristics relevant to the position

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 5 employee as outlined in the Moreland City Council Enterprise Agreement (Schedule A - Classification Definitions - 5. Employee Band 5).

1. Accountability and Extent of Authority:

- Accountable for the efficient maintenance and development of English language library and information collections and services, primarily to those in the local community over 18 years of age, including Local Studies, under the supervision of the Library Coordinator Resources and Technology, subject to the established policies, practices and guidelines of Council and the Library Service.
- Provide advice and give support to the Coordinator Customer Service and Programs, Library Team Leaders and other senior library service staff.
- Responsible for resource supervision in accordance with clear objectives and budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans.
- Participate, as part of a team under the supervision of the Library Coordinator Resources and Technology, in the selection of materials for adults and reference collections.
- When on duty as the most senior staff member, the incumbent will be responsible for enforcing library policies, supervising staff and performing all day-to-day maintenance and routines.

2. Judgement and Decision Making:

- Solve problems in relation to the provision of library and information services for adults, using procedures and guidelines and the application of professional knowledge or knowledge acquired through experience.
- Problems may be of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
- Guidance and advice is usually available within time to make a choice.

3. Specialist Knowledge and Skills:

- Good literacy and numeracy skills.

- Good information retrieval skills, including online databases.
- Ability to use, and knowledge of, PCs and the Internet, including basic troubleshooting skills.
- Broad knowledge of literature.
- Ability to organise activities and events, and train members of the public in the use of library resources, including e-resources.
- Ability to assess book reviews, blurbs, patron recommendations, etc.
- Interest in local studies, local history, and reader development.
- Demonstrated understanding of Child Safety and Wellbeing responsibilities and their application to the role.
- Fluency in a community language related to the Merri-bek area is desirable.

4. Management skills:

- Ability to achieve set objectives in the most effective way possible and within a set timetable.
- Ability to set priorities and to plan and organise own work and that of other relevant library staff members.
- Ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety, and employee training and development.

5. Interpersonal Skills:

- Ability to consistently provide efficient and friendly service to library users.
- Ability to contribute to and deliver projects and programs, including developing, planning, implementing, and reviewing, within agreed timeframes.
- Strong commitment to excellence in service provision to all sections of the community.
- Ability to communicate clearly, both orally and in writing.
- Ability to relate to people from diverse cultural backgrounds.
- Flexibility.
- Consistently positive and cheerful attitude to work, to the organisation, to colleagues at all levels, and to citizens.
- Ability to resolve problems and defuse potential conflict.
- Ability to gain the cooperation and support of team members to achieve team goals and objectives.
- Empathy with all sections of the community.

6. Qualifications and Experience:

- Eligibility for professional membership of the Australian Library and Information Association (ALIA).
- Experience in the provision of library-based community programs.
- Experience in the provision of reference and information and/or Local Studies services is desirable.
- Experience working with Aboriginal and Torres Strait Islander communities and organisations.
- Experience developing programming for Aboriginal and Torres Strait Islander communities.
- A current Working with Children Check.

7. Physical Requirements of the position

TASK ANALYSIS

In the course of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

Condition/Activity	Constant	Frequent	Occasional	N/A
Manual handling weights -above 10kgs	()	(√)	()	()
-below 10kgs	(√)	()	()	()
Manual handling frequency	(√)	()	()	()
Repetitive manual work	(√)	()	()	()
Repetitive bending/twisting	(√)	()	()	()
Working with arms above head	()	(√)	()	()
Lifting above shoulder height	()	(√)	()	()
Using hand tools – vibration/powerd	()	()	()	(√)
Operating precision machinery	()	()	()	(√)
Close inspection work	()	()	()	(√)
Wearing hearing protection	()	()	()	(√)
Wearing eye protection	()	()	()	(√)
Working in dusty conditions	()	()	(√)	()
Working in wet/slippy conditions	()	()	()	(√)
Wearing Gumboots	()	()	()	(√)
Wearing safety shoes/boots (steel cap)	()	()	()	(√)
Working with chemicals/solvents/detergents	()	()	(√)	()
Washing hands with soap (hygiene)	()	(√)	()	()
Working at heights	()	()	()	(√)
Working in confined spaces	()	()	()	(√)
Working in chillers (+4 degrees C)	()	()	()	(√)
Performing clerical duties	(√)	()	()	()
Working on a keyboard	(√)	()	()	()
Driving cars and/or trucks	()	()	(√)	()

Other special features (e.g. nature of chemicals, travelling requirements, etc):

8. Key Selection Criteria

- Teamwork, supervisory and communication skills.
- Demonstrated ability to resolve problems using creativity and originality when required and to defuse potential conflict.
- Ability to contribute to and deliver projects, including developing, planning, implementing, and reviewing, within agreed timeframes.
- Ability to consistently lead, motivate and coach staff and to gain the cooperation and support of team members to achieve team goals and objectives.
- Demonstrated experience in organising community-based library programs and services to targeted groups.

- Demonstrated experience in information provision and collection management.
- Demonstrated understanding of Child safety and wellbeing requirements and how this applies in the library setting.
- Eligibility for professional membership of the Australian Library and Information Association (ALIA).
- A current Working with Children Check.

