POSITION:	Information Services Librarian
CLASSIFICATION:	Band 5
REVIEW DATE:	March 2019

Casey Cardinia Libraries

Casey Cardinia Libraries (CCL) is one of Victoria's largest public library services. We are funded principally by City of Casey, Cardinia Shire and the State Government. We support a rapidly growing and diverse community of more than 400,000 people.

Our libraries are located at Cranbourne, Doveton, Emerald, Endeavour Hills, Hampton Park, Narre Warren and Pakenham. The Cardinia Mobile Library provides a weekly service to Beaconsfield, Bunyip, Cockatoo, Garfield, Gembrook, Koo Wee Rup, Lang Lang, Maryknoll, Nar Nar Goon, Tynong and Upper Beaconsfield.

Our Vision

Inspiring spaces where everyone is free to discover possibilities.

Our Values

Teamwork
We excel when we all contribute. We are loyal and dedicated to each other. We always do our fair share.

Love of Learning
We love new things. We believe there is an opportunity to learn anywhere and everywhere.

Fairness
We treat all people fairly. We do not let our personal feelings bias our decisions about others. We give everyone a chance.

Creativity
Thinking new ways to do things is crucial to our success. We are never content doing things the conventional way if we believe a better way is available.

Social Intelligence
We are aware of the motives and feelings of other people. We know what to do to fit into different situations and we know what to do to put others at ease.

Humour
We like to laugh, bringing smiles to other people. We try to see the light side of all situations.

Behaviours

- Consistent support of CCL values
- Great customer service
- Embracing new thinking
- Prioritising momentum not perfection
- Placing value on taking calculated risks
- Prepare to fail early, fail often
- Supporting a culture of collaboration and innovation
- Pay it forward
- Look after the neighbours
- Build confidence and resilience
- Share our stories

Position Objectives

Operational

- Deliver innovative and customer focused service consistent with CCL vision, values and objectives (CCL Strategic Plan)
- Actively engage and interact with the community in the library, online and outside the four walls
- Provision of support and assistance to all library users

Strategic

- Contribute to the development of innovative and customer focused library service, building capacity in our communities
- Contribute to development and achievement of CCL strategic goals and plan
- Contribute to the continuous improvement and development of CCL by participating in activities and service development such as: library and learning staff forums, training programs, team meetings as required and meetings with your specific Team Leader
- Nurture and develop partnerships with other organisations including schools, community organisations and other local government services.

Key Responsibilities and Duties

1. Leadership

- Oversee the day-to-day operations of the branch as Senior On Duty
- Excellent communication skills, providing effective lines of communication with staff
- Provide positive guidance to build a cohesive, customer focused team and leadership
- Proactively promote the library and provide guidance to team members in this area
- Provide staff training as required
- Provide support to the Branch Managers and act in their stead when they are absent

2. Customer Experience

- Develop and maintain a culture of friendly, approachable customer focused service
- Ensure library is welcoming with a high presentation standard
- Explain policies and procedures to patrons as required
- Other duties as required.

3. Community Engagement

- Develop, deliver and evaluate community programs that support CCL strategic goals
- Develop and maintain partnerships with internal and external organisations
- Promote information literacy and library services

4. Information Services

- Advise and assist library patrons to find materials and/or information
- Have a good knowledge of CCL's collection and online resources and an awareness of Swift resources
- Assist patrons to become self-sufficient in the use of catalogues, electronic services, and other information resources
- Assist with regional information requests
- Contribute to CCL's online presences – photos, stories, suggestions and more
- Participate in the selection and evaluation of online resources and services for the library
- Contribute content to the Staff Intranet – static content, news and events

- Participate in the assessment, implementation and management of technology needs in the branch

5. Digital Literacy
- Competency in the use of a range of information technology and software tools in the provision of library services
- Willingness to embrace emerging technologies
- Maintain personal competency levels via regular use, training and coaching of staff
- Active training and support to other staff
- Knowledge of current and popular social media and online publishing platforms

6. Collection
- Undertake collection management in line with CCL Collection Management policies
- Display and promote collection
- Plan and deliver digital literacy classes relating to library collections and promoting e-resources

7. Staff Training and Public Programs
- Work with the Information Services Team to identify, plan and develop guidelines and training for staff
- Develop and deliver digital literacy programs and activities for the public
- Train staff to deliver digital literacy programs and activities for the public
- Develop and maintain partnerships with internal and external organisations
- Promote information literacy and library services
- Gather user feedback and experience to assist in the development of CCL's digital services

Selection Criteria
- Library qualifications conferring eligibility for professional membership of the Australian Library & Information Association
  or
- Position related formal qualifications with relevant work skills & experience commensurate with the requirements of the work required.
- High level customer service skills
- Well-developed interpersonal and communication skills with the ability to communicate with all ages, across all levels of the community
- Ability to work independently and as part of a team to meet organisational strategic outcomes
- Excellent information technology and problem solving skills with a range of information technology and software tools
- Experience in delivering training to adult learners
- Demonstrated ability to lead and motivate staff within a team environment
- Time management, organisational and planning ability
- Driver's licence essential.

Organisational Relationships
Reports to: Branch Managers and Team Leaders
Internal liaisons: Leadership Team and all staff
External liaisons: Library patrons, members of the public, schools, community groups and training providers

Accountability and Extent of Authority

- Authority to operate within established policies and procedures
- To ensure patrons observe the conditions of use of the library
- For efficient operation of the branch when Senior on Duty or when the Branch Manager is absent
- Responsible for the quality and timely provision of customer service

Judgment and Decision Making

- Select stock for purchase, reallocation or withdrawal in line with Collection Management Strategy
- Decide on appropriate response to difficult patrons and emergency situations
- Decide on priorities for staff tasks and in circulation matters
- Act in accordance with established policies and procedures

Specialist Skills and Knowledge

- Familiarity of the resources available in CCL collections
- Experience with Library Management Systems
- Knowledge of CCL policies and procedures
- Understanding of the goals of the Casey Cardinia Libraries
- Knowledge of safe work practices for circulation work and branch operations
- Experience working with computers, photocopiers, information technology and social media
- Ability to run programs for all ages
- Ability to source information across varied platforms.

Managerial Skills

- Manage own time, set priorities, plan and organise work
- Ability to train and supervise other staff in the execution of established procedures and oversee small project teams
- Ability to implement personnel practices including those related to equal opportunity, occupational health and safety and training and development.

Interpersonal Skills

- Excellent communication skills with all patrons and staff
- Ability to handle dissatisfied patrons in a friendly manner and deescalate high risk situations
- Approachability and awareness of patrons' needs
- Ability to write reports and prepare correspondence in respect of key responsibilities
- Ability to have a flexible approach to work and changing priorities.

Qualifications and Experience

- Degree or diploma course in library & information management with some relevant work experience, preferably in a public library
  OR
- Lesser formal qualifications with relevant work skills & experience commensurate with the requirements of the work required

Conditions of Employment

Conditions of employment are as per the Casey Cardinia Library Enterprise Agreement, Corporation policies and procedures and the letter of offer.

- **Employment Status** - Prior to commencement of duties the successful applicant must provide proof of permission to work in Australia
- **Health Declaration** – the preferred applicant will be required to complete a Health Declaration form as part of the conditions of employment
- **Hours** – include rostered day, evenings and weekend shifts and are based on the full time 35 hour a week employment model
- **Multiskilling** – The employee may be directed to carry out any duties within the limit of his/her skills, competence and training, provided that such duties do not promote a narrowing of their skill base
- **Qualifying Period** – As per the Fair Work Act 2009 and Regulations – 6 months
- **Recreation Leave** - Annual leave must be taken at times that are mutually agreeable to both employee and employer, within twelve months of it falling due
- **Risk Management** – Employees are responsible for taking all reasonable steps to ensure they are aware of the inherent risks associated with their work and for taking appropriate action to minimise or eliminate such risks
- **Sick Leave** - A medical certificate may be required for any absence and must be provided for sick leave exceeding three working days or absence on the working day before or after a rostered day off (if applicable), annual leave, LSL or public holiday
- **Smoking** - Smoking is prohibited within all Corporation buildings and in Corporation vehicles
- **Working with Children Check** – mandatory (Child Safe Standards 2017)

Inherent Physical Requirements

It is important that an employee understands the physical requirements involved in carrying out the duties of the positions.

Requirements	Frequency		
Passive	Possible	Occasionally	Regularly
Ability to stand for extended periods for the purpose of using a computer			✓
Ability to sit for extended periods for the purpose of using a computer, travelling to various locations and attending a range of meetings		✓	
Ability to read computer screens and fine print on documents for the purposes of researching various policy options			✓
Ability to communicate clearly both verbally and written			✓
Manual Handling			
Repetitive arm movements and manual dexterity for undertaking computer work and handling documents and files			✓
Issue and return of library materials using scanners and docket printers			✓
Lifting of stock and library materials onto and off shelving			✓
Pushing book trolleys			✓

Lifting and moving of boxes and files on a regular basis			✓
Agility			
Bending and stretching, including knee bending			✓

Note: _This template does not represent an exhaustive account of all job factors however_
it forms a basis to guide staff and medical professionals as to the activities for
which a personal capability must be sustained.

All staff are reminded that they should follow Health and Safety regulations and the Corporation's Health and Safety Manual Handling Policy when performing their duties.

Staff Member:
Signature:
Date:

Authorised: Melissa Martin (General Manager Organisational Development)
Date: March 2019