

POSITION:	Information Services and Local History Librarian – Cardinia Shire
CLASSIFICATION:	Band 5
REVIEW DATE:	May 2022

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 480,000 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 and Guiding Behaviours

Creativity

- Thinking of new ways to do things is crucial to our success
- We challenge the status quo, if we believe a better way is possible
- We cultivate creativity in others

Teamwork

- When we all contribute, we excel
- We look out for each other
- We play to each other's strengths
- We work with our community

Social Intelligence

- We are mindful of people's feelings
- We know what to do to put others at ease
- We are kind, compassionate and look for the best in each other

Fairness

- We treat people fairly and recognise them as individuals
- We do not let our personal feelings bias our decisions about others
- We actively support social inclusion and connection
- We are accountable for our behaviour

Love of Learning

- We love learning about new things.
- We believe there is always an opportunity to learn
- We learn from each other

Humour

- Our humour enables us to express how we feel.
- We like to laugh, bringing smiles to other people
- We use humour to build connections and create a positive experience for everyone

Our Approach

- We put people first
- Pay it forward
- Follow up and reciprocate good deeds
- Help each other grow
- Share our stories and learn from each other
- Share ideas freely
- Quick little steps
- Give new things a go
- Momentum not perfection
- Encourage each other to take calculated risks
- Build confidence and resilience by working to our strengths
- Encourage authentic and courageous conversations
- Embrace the opportunity to learn when, things don't go as planned
- Acknowledge our partners
- Celebrate success

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 community members as required
- Ensure local history reference content is available for community research, whilst maintaining the special requirements of the Archive
- Facilitate the inclusion of digitised local history content via the library catalogue, for public access
- 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
- Curate local and family history content on Casey Cardinia Libraries website and social platforms
- Promote information literacy, local history, family history and library services
- Present local and family history events to library members, local schools, and community groups
- Present digital literacy training to library staff and members

4. Information Services

- Advise and assist library members to find materials and/or information
- Have a good knowledge of CCL's collection and online resources and an awareness of Libraries Victoria resources
- Assist members 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
- Provide high level information and/or research services to residents, Councils and researchers
- Train staff in how to assist users with straightforward Local or Family History or Digital Literacy queries

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

8. Local History

- Collection Development relating to the local history of the area
- Management and development of the Casey Cardinia Libraries' Local History Archive
- Participate in the Local History Reference Group, in collaboration, partnerships and promotion around local history of the area
- Provide advice and assistance to Cardinia Shire in matters of local history and heritage

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: Information and Lending Services Coordinator
 Internal liaisons: Leadership Team and all staff
 External liaisons: Library members, members of the community, 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 Policies
- 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

- Knowledge of Australian and Victorian history, interest and knowledge of local history
- Working knowledge of archives and/or local history museums
- Experience with Library Management Systems and relevant museum/archive software
- 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 community members and staff
- Ability to handle dissatisfied patrons in a friendly manner and deescalate high risk situations
- Approachability and awareness of community 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 and 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 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 Library buildings and vehicles
- **Working with Children Check** – mandatory (Child Safe Standards 2017)
- **COVID Vaccination** – essential

Inherent Physical Requirements

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

Requirements	Frequency		
	Possible	Occasionally	Regularly
Passive			
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 Casey Cardinia Libraries Health and Safety Manual Handling Policy when performing their duties.

Staff Member:

Signature:

Date:

Authorised: Janine Galvin (General Manager, Organisational Development)

Date: May 2022