

<b>TITLE:</b>	Home Library Services Librarian
<b>DIRECTORATE:</b>	Community Support
<b>DEPARTMENT:</b>	Library Services
<b>LOCATION:</b>	This position is based at Ashburton Library but is expected to work across all locations as required.
<b>CLASSIFICATION:</b>	Band 5
<b>EMPLOYMENT STATUS:</b>	Full time
<b>POSITION CODE:</b>	

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## PRIMARY OBJECTIVE AND POSITION CONTEXT

This position contributes towards the:

- Provision of an effective and efficient library and information service to meet the recreational, cultural, information and education needs of the people of Boroondara in accordance with values, policies and budget accepted by Council.
- Highest possible standard of frontline customer service and professional advice to the Boroondara community.
- Provision of equitable access to library services and materials for members of the Boroondara community of all ages including people in institutions, who are unable to visit the library because of frailty, illness, disability or other valid reason

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## REPORTING RELATIONSHIPS

<b>Reports to:</b>	Library Operations Lead Rostered Senior
<b>Direct reports:</b>	Library staff supporting the Home Library Services Team Volunteers <u>when rostered on</u> Librarians Library Technicians Library Officers Relief Library Staff Shelving and perfect ordering staff
<b>Internal liaisons:</b>	Library Operations & Customer Service Lead Library Services staff Other Council departments and staff
<b>External liaisons:</b>	General public Aged care institutions Library Suppliers Professional colleagues and networks Professional industry organisations
<b>Budgetary responsibilities:</b>	In conjunction with Collections Lead

## WORKING WITH CITY OF BOROONDARA

**Our Vision** is to be a vibrant and inclusive city, meeting the needs and aspirations of its community. We work together to deliver community priorities and place our customers at the centre of everything we do (Purpose).

Our values and behaviours guide the way we work and lead.

### How we work

- Think Customer experience
- Act with integrity
- Work together as one
- Explore better ways
- Treat people with respect
- Own it, follow through

### How we lead

- Lead by personal example
- Build trust
- Create shared direction
- Inspire possibility
- Empower others

To achieve our strategic goals we need a workforce full of energetic, customer focused and forward thinking people.

## KEY RESPONSIBILITIES / OUTCOMES

Key Responsibilities	Detail	What success looks like
Home Library Service	<ul style="list-style-type: none"> <li>• Responsible for the co-ordination of the home library service to the Boroondara community.</li> <li>• Responsible for ensuring that access to library resources and services is available to people of all ages with disabilities and housebound clients.</li> <li>• Interview and assess disability/housebound clients and volunteers both initially and on an ongoing basis.</li> <li>• Co-ordinate the selection, recording, and delivery of material for both individual and institutional housebound users.</li> <li>• Liaise with institutional disability and housebound users.</li> <li>• Pursue opportunities for collaboration with Boroondara Volunteer Resource Centre and other relevant Council Departments.</li> <li>• Take every opportunity to build awareness, promote and introduce relevant technologies to home library service users, to broaden their access to digital resources.</li> <li>• Take every opportunity to promote the home library service and make the community aware of its existence and purpose.</li> <li>• Attend Boroondara Volunteering Network meetings, as required.</li> <li>• Attend meeting of community groups where relevant.</li> <li>• Development of relevant programs (e.g. Seniors week).</li> </ul>	<p>Delivering high quality outreach program</p> <p>High level of Satisfaction</p> <p>Reducing social isolation</p>

	<ul style="list-style-type: none"> <li>• Produce Home Library Service newsletter as required.</li> <li>• Responsible for the management of Home Library Service volunteers utilising relevant volunteering software/templates and guidelines.</li> <li>• Responsible for the processing of Crimcheck applications for Home Library Service volunteers</li> </ul>	
Customer service	<ul style="list-style-type: none"> <li>• Provide the highest possible standard of frontline and customer service support in person, by telephone and in writing to the Boroondara community.</li> <li>• Provide effective, professional readers advising, reference and information services.</li> <li>• Take every opportunity to promote the Library's services, collections (print and digital) and programs.</li> <li>• Be available for rostered shifts across all City of Boroondara libraries, including program, evening, Saturday and Sunday work, and school holidays.</li> <li>• Frequency of weekends is dependent upon employment status: <ul style="list-style-type: none"> <li>○ 0.8 to 1.0 FTE work both a Saturday and Sunday every 4 weeks, and</li> <li>○ less than 0.8 FTE work both a Saturday and Sunday every 8 weeks</li> </ul> </li> </ul>	Delivering and maintaining high customer satisfaction.
Library operations	<ul style="list-style-type: none"> <li>• Oversee customer service and operational activities of staff when on the library floor.</li> <li>• Follow standard procedures for core library operations in areas such as opening and closing, cash handling, customer service, security and health and well-being.</li> <li>• Ensure that library spaces, the customer service desk and office are well presented at all times.</li> <li>• Ensure community information is current and well displayed and the tables and spaces are clear of loose items and debris.</li> <li>• Provide feedback and suggestions to the Library Operations Leads</li> <li>• Perform duties as required, e.g. shelving, perfect ordering, library tidying, mending, processing.</li> <li>• Responsible for money handling, e.g. counting cash, banking and banking reports.</li> <li>• Attend library staff meetings.</li> </ul>	<p>Welcoming and inviting library spaces.</p> <p>High levels of accuracy.</p> <p>Library resources can be readily located.</p>
Collections	<ul style="list-style-type: none"> <li>• Ensure library resources are well displayed in the merchandising units set for new and popular items.</li> </ul>	Library resources are well displayed.

	<ul style="list-style-type: none"> <li>• Ensure that collections in library are tidy and in perfect order.</li> <li>• Be aware of the condition of collection items and where necessary, identify items for withdrawal/repair.</li> <li>• Provide feedback and suggestions to Coordinator Collections &amp; Reader Development on collections.</li> <li>• Assist with the transfer of stock from/to other library service points to meet customer demands.</li> </ul>	Participation in collection management.
Professional development	<ul style="list-style-type: none"> <li>• Actively participate in various Boroondara Library Service activities and meetings.</li> <li>• Participate in specific training sessions, general staff training sessions and reference training sessions.</li> <li>• Train staff in the area of housebound services where required.</li> <li>• Support other teams and perform duties required by these teams.</li> <li>• Prepare reports as required.</li> <li>• Maintain and develop professional awareness through the reading of Boroondara Library Service communication material and professional literature.</li> <li>• Attendance at relevant professional meetings and seminars</li> <li>• Active identification of development opportunities as part of Performance Development and Review (PDR) process.</li> </ul>	Knowledgeable and well-informed staff.

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## SELECTION CRITERIA

1. Tertiary qualification which confers eligibility for professional membership of the Australian Library and Information Association and practical work experience.
2. Library experience, preferably in a public library will be well considered.
3. Skilled in delivering high quality customer service.
4. Well developed and positive interpersonal skills with ability to communicate effectively with both staff and public, including the capacity to deal with conflict.
5. Ability to liaise effectively and sensitively with a range of individuals, agencies and community organisations.
6. Demonstrated understanding of child safety practices with ability to relate these to the role.
7. Proven versatility and flexibility to manage time and plan work according to demand.
8. Ability to train staff and members of the public in the use of information tools and technology.
9. Ability to supervise, organise and direct other staff in a customer service and operational setting.
10. Effective written and verbal communication skills including writing for the web and social media, and public speaking.

11. High level computing skills including the use of desktop and tablet computers, Microsoft Office and web technology.
12. Familiarity with and/or knowledge of relevant other language(s) and culture(s) and an awareness of the diversity of the community is desirable.

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## **HSW AND RISK MANAGEMENT**

- Follow established safe working practices, procedures and instructions
- Take reasonable care for their own HSW 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 HSW strategies, audits, team meetings and training
- Demonstrated understanding of child safety practices with the ability to relate these to the role.

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## **EMPLOYMENT REQUIREMENTS**

To work with the City of Boroondara you need to provide a current National Police Records Check and, to support a child safe organisation you may need to provide a current Employee Working with Children Clearance.

All employees must adhere to Occupational Health and Safety, Equal Opportunity, Child Safety, Council service charter and other relevant legislative requirements, our policies and procedures and our Codes of Conduct.

All staff are responsible for making and keeping complete full and accurate records in the Corporate System Objective that adequately document Council business activities and support any decisions made. This further extends to making information available to other staff through Objective improving the overall service provided by Council.

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## **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

The position is accountable for the development, within the bounds of the Council Plan, the Boroondara Community Plan, Boroondara value statements and the Library Services Plan, of community learning and development initiatives that accord with community needs and contemporary library practice. The position is:

- Accountable for the key responsibilities outlined in the position description and has the authority to carry out these responsibilities.
- Authorised to supervise rostered desk shifts and shelving routines.
- Authorised to issue receipts for monies received in the course of normal duties.
- Authorised to enforce the Amenity Local Law with respect to the library.
- Authorised to author and sign letters on behalf of Council within the areas of position responsibility.
- Authorised to open and close library buildings.

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## **JUDGEMENT AND DECISION MAKING**

- The objectives of this position are usually well-defined with clearly documented procedures.
- The position may involve the solving of problems and some creativity and originality is required.

- Guidance and advice are usually available in a timely fashion.
- The incumbent has responsibility for staff supervision when in an operations and customer service environment.

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## **SPECIALIST SKILLS AND KNOWLEDGE**

- An understanding of the function of the position within its organisational context including relevant procedures and policies relating to the Library Service and appreciation of the goals of the wider organisation.
- Ability to comprehend, interpret and implement procedures as part of routine library operations.
- Ability to effectively train staff and members of the public in the use of information tools and technology.
- An understanding of the technology, procedures and processes used within public libraries and the ability to apply this knowledge.
- High level computing skills including the use of desktop and tablet computers, Microsoft Office, web tools and social media.
- Ability to research and write reports.

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## **MANAGEMENT SKILLS**

- Versatility and flexibility to manage time and plan work according to demand within a team environment and rostered timetable.
- Ability to supervise, organise and direct other staff and volunteers.
- Accuracy in work and ability to attend to detail.
- Participate in process improvement across Library Services through process mapping and continuous improvement reviews in relation to creative work.
- Understanding of relevant policies, behaviours and values of Council and the Library Service.
- Ability to represent Council in a positive and professional manner.

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## **INTERPERSONAL SKILLS**

- Well developed and positive interpersonal skills with ability to communicate effectively with staff, public and community groups, including the capacity to deal with conflict.
- Ability to liaise effectively and sensitively with a range of individuals, agencies and community organisations.
- Ability to gain cooperation and assistance from staff, home library service volunteers and the public, and in the supervision of other employees.
- Effective written and interpersonal communication skills, including writing for the web and social media, and public speaking.
- Ability to represent Council as a positive advocate for Council's services.
- Familiarity with and/or knowledge of relevant other language(s) and culture(s) and an awareness of the diversity of the community is desirable.

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## **QUALIFICATIONS AND EXPERIENCE**

- Tertiary qualification conferring eligibility for professional membership of the Australian Library and Information Association.
- Library experience, preferably in a public library will be well considered.
- Experience in frontline customer service.
- Ability to lift, push and carry library stock around buildings (subject to appropriate Health, Safety and Wellbeing regulations).
- Current driver's license is advantageous.