

Position Description

POSITION TITLE:	Librarian or Library Specialist
POSITION NO:	4078
DIRECTORATE:	Community Life
DEPARTMENT:	Creative Communities
SECTION:	Libraries
CLASSIFICATION:	Band 5
LOCATION:	Will be based at a branch but may be rostered to work across any of the library branches, services or Council sites as required.
DATE:	September 2026

ORGANISATIONAL RELATIONSHIPS

Reports to:	Branch Team Leader
Supervises:	As operationally rostered while on site, supervising other rostered staff, supporting volunteers and work/industry placements as required.
Internal Liaisons:	Manager Creative Communities; Coordinator, Libraries; all Council employees.
External Liaisons:	Library members and visitors, program participants and venue hirers, community organisations, businesses, schools and/or vendors/facilitators; Relevant professional groups and networks and members of the public and residents.

ORGANISATIONAL VALUES:

Employees at Maribyrnong will be guided in their behaviour and conduct in the delivery of its services by Council's values of Respect, Courage and Integrity.

Respect	The promotion of inclusiveness, empathy, communication, good will.
Courage	The promotion of innovation, considered risk, creativity, problem solving, initiative, accountability, responsibility.
Integrity	The promotion of honesty, loyalty, ethical behaviour, trustworthiness.

PRIMARY OBJECTIVES OF POSITION:

Provide excellent customer service, including escalated reference or other specialist support, and actively contribute to program and service design

DUTIES AND RESPONSIBILITIES

1. Provide welcoming, knowledgeable customer, information and reader advisory in branches, online and across all services.

2. Undertake administrative tasks to support day to day operations including recording statistics, collection maintenance and ensuring a safe and welcoming environment for staff and visitors.
3. Identify programs that respond to the needs of the community and contribute to program design and planning as required.
4. Deliver library programs as required.
5. Contribute to an effective Library Service through seeking and sharing accurate and relevant information, keeping up to date with emerging library trends, identifying opportunities for improvement and positively contributing to workplace culture and change.
6. Provide digital and technical support, with a focus on building customer digital literacy.
7. When required, assume the role of shift lead; supporting rostered staff in the prioritization of operational tasks, issue resolution and liaising with Council staff and external stakeholders on time critical safety and security matters.
8. Will be required to work evenings and weekends to support the operational requirements of the library.

The incumbent of this position may be directed to carry out such duties as are within the limits of the employee's skill, competence and training.

Organisational Responsibilities:

- Adhere to the Victorian *Occupational Health and Safety Act 2004*, Council's Occupational Health and Safety Policy and Council's Contractor Health and Safety Policy including assuming responsibility for the proper use of all safeguards, safety devices, personal protective equipment and other equipment provided for safety purposes.
- Consider and preserve one's own safety and the safety of those around while at work. This includes following health and safety guidelines and procedures, and using protective clothing or equipment provided, at all required times. Employees must immediately report any injury, near miss, damaged equipment or any other hazard observed in their workplace.
- Familiarise themselves with, and adhere to, Council's Risk Management policy and program and the application of sound risk management practices within the workplace and community.
- Practice and promote Council's Equal Opportunity and Respect at the Workplace principles and policies by treating fellow employees and our customers fairly and equitably and without discrimination, harassment or bullying.
- Promote a positive image of Council to members of the public through professional standards of personal presentation and through the provision of services/advice in a courteous and efficient manner.

ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Provide advice and information to internal and external stakeholders within Council guidelines and delegated authority. Accountable for the accuracy and quality of the information and advice provided.
- Provide support within area of expertise as required.
- Maintain and improve standards of work specific to the role and responsibilities.
- Act within clear objectives, budgets and frequent prior consultation.

JUDGEMENT AND DECISION MAKING

- Ability to work unsupervised, analyse situations and independently make decisions, and guide other staff members to relevant policies and procedures.
- Use previously acquired experience and knowledge to select within a wide range of methods, processes or equipment, the most appropriate to creatively solve problems and meet well defined objectives.
- Exercise judgement and autonomy to make decisions based on knowledge of department and organisational goals and objectives for routine matters.
- For more complex matters not covered within policy and guidelines, advice should be sought from supervisor or more senior employees.

- Guidance and advice from supervisor and other Council employees would usually be available within the time required to make a decision.
- Exercise discretion and confidentiality whilst performing assigned duties.

SPECIALIST SKILLS AND KNOWLEDGE

- Ability to use technology and systems relevant to the role and follow policies, procedures, processes and precedents relevant to the team.
- Understanding of the role and function of the team, senior staff to whom support is provided and how they impact the goals of the wider organisation.
- Understanding of relevant State and Federal legislation, Acts and regulations relevant to perform the role.
- A demonstrated knowledge and understanding of the role of public libraries in communities and the local government sector.
- Community focused approach to service delivery and well developed customer service skills.
- Familiarity with and/or knowledge of relevant other language(s) and culture(s) and an awareness and appreciation of the diversity of the community.
- Knowledge of and interest in latest developments in information technology and provision of virtual library services.
- Ability to identify, plan and deliver programs that respond to community need.
- Knowledge of literature and reader's advisory techniques.

MANAGEMENT SKILLS

- Manage time, set priorities, plan and organise own work and when required, the work of any direct reports, to achieve team objectives within a set timeframe.
- Knowledge and ability to implement and embody Council personnel practices including Equal Employment Opportunity and Occupations Health and Safety, particularly when supervising employees.
- Ability to support, motivate, provide on the job training and guidance to more junior employees.
- Ability to contribute to team meetings and to team outcomes.
- Understanding and effective dissemination to direct reports of the long term goals of the team and their alignment with Council's objectives.

INTERPERSONAL SKILLS

- Ability to gain trust, cooperation and assistance from internal and external stakeholders when required.
- Strong written and verbal communication skills and ability to effectively manage complex conversations.
- Ability to establish rapport and to contribute to a pro-active and collaborative work culture.
- Ability to demonstrate initiative and flexibility within the working environment and to contribute to team based service delivery.
- Conduct research and provide detailed verbal and written reports as required.
- Capability to prepare external correspondence.

QUALIFICATIONS AND EXPERIENCE

Mandatory:

- Tertiary qualifications (or studying toward) in librarianship, information management, community development, education, information technology, digital media or related.
- Demonstrated customer service experience in a face to face environment.
- Current Victorian Drivers Licence.
- Current Working with Children Check.

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- No relevant criminal record found in a Police Check

Desirable:

- Eligibility for associate membership of ALIA.
- Experience in a second language (spoken or Auslan)
- Experience working in a public library

KEY SELECTION CRITERIA

- Mandatory qualifications and experience as listed above.
- Community focused approach to service delivery and well developed customer service skills.
- Demonstrated ability to provide hands on technical support with PCs and personal devices and to support digital literacy
- Demonstrated experience in the development, planning and delivery of high quality, engaging programs for targeted library audiences
- Strong communication skills both written and verbal with the ability to engage effectively with people of all ages, all abilities and people from culturally and linguistically diverse backgrounds.
- Ability to manage time effectively, set priorities, plan and organise own work, and the work of those under supervision, within the context of the library team environment.
- Knowledge of literature/popular culture and reader development techniques, across a specialisation relevant to the role and more broadly

CONDITIONS OF EMPLOYMENT: In addition to the terms and conditions of Council's Enterprise Agreement and the requirements listed in this Position Description, there are policies and procedures that apply to your employment and require your diligent compliance. These policies and procedures are formulated by Council for the efficient and fair administration of employment and other business matters and can be amended from time to time. However, such policies and procedures are not deemed to be incorporated into your employment conditions, nor are they intended or deemed to impose specific contractual obligations on Council.

The following signatures are required to indicate understanding, agreement and approval of the position description.

Employee:

Date:

Manager/
Coordinator:.....

Date: