Position Description: **Diversity Librarian**

POSITION DETAILS

Position grade	Grade 10		
Position type	Permanent, full-time		
Reports to	Team Leader Library Programs and Information Services		
Department	Community and Culture		
Job function group	Professional		
Staff reporting responsibilities	Nil	**Budget responsibility**	Nil

Our purpose is to provide valuable services that strengthen and support the Cumberland Community.

Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

The Diversity Librarian is responsible for the development of inclusive programs and services for culturally and linguistically diverse communities, coordinating the maintenance of collections and social media tasks for Cumberland City Council Libraries.

QUALIFICATIONS AND EXPERIENCE

Essential

- Degree in Library and Information Science or equivalent experience and eligible for Associate Membership of ALIA
- High level of interpersonal and customer service skills, with a proven ability to engage with people from a diverse range of communities and those with disability and special needs
- Extensive knowledge of inclusive library programs and services for culturally and linguistically diverse communities
- Demonstrated ability to work autonomously whilst managing competing priorities and deadlines
- Excellent written and verbal communication skills
- Demonstrated ability to prepare and write reports and grant submissions
- Good knowledge and understanding of social media platforms
- Current driver's licence
- Valid Working With Children Check Number.

Desirable

- Experience in the development, promotion, delivery and evaluation of library programs and activities specifically for people with English as a second language
- Experience in collection development, especially pertaining to English as a second language, adult literacy and non-English language resources
- Experience in the delivery of training programs
- Previous experience in a public library, specifically in a multicultural community
- Bilingual language skills.

EMPLOYMENT SCREENING CHECKS

- ☐ Qualification/s verification
- ☐ Working with Children Check

DUTIES AND RESPONSIBILITIES

General library duties

- Be familiar with, and implement correctly, all Library policies, procedures and guidelines to ensure consistency of service
- Ensure the security and accuracy of customer information, and follow Library guidelines on maintaining customer privacy
- Demonstrate a consistently high level of performance in a busy, customer focussed library environment
- Actively participate in, and contribute to, team meetings, work processes, activities, projects and planning
- Demonstrate competent customer relations' skills to clients of all educational levels, cultural backgrounds and age groups
- Resolve complaints and queries on request and ensure that if passed on, the complaint is resolved
- Be prepared to attend meetings, seminars and training courses as required
- Assist in the promotion of library services & resources to the community to ensure greater awareness and access to the Library.
- Maintain an awareness of changing trends and innovations in public library practice
- Provide accurate and appropriate information to customers
- Be aware of and actively work towards the goals set out in the Library's Strategic Plan
- Perform any duties associated with the Library Service, which are within the limits of the employee's skills, competence and training
- Maintain an awareness of Library emergency and safety procedures, including evacuation procedures for each branch, the locations of first aid kits, emergency exits and fire-fighting equipment
- Participate in customer service duties at service points as rostered, including evening and weekend work, at designated service points.

Library operations duties

- Participate in general maintenance activities such as shelving, shelf tidy, weeding, repair of library stock, restocking supplies and rotating material on display
- Assist customers, both on-site and remotely, to access library resources including online databases, lending platforms and other e-resources
- Assist customers in the use and troubleshooting basic technology problems including photocopiers,
- slef-service equipment, OPACsprinting services, computer equipment and software
- Be familiar with, and implement correctly, all policies, procedures and guidelines related to the Toy Library
- Assist with and actively participate in the running of Library activities including children's story time activities, adult classes and events etc
- Maintain an awareness of current reading trends and readers advisory resources.

Technical expertise in program development

- Develop, deliver and promote a range of quality programs and activities specifically for people with English as a second language, people with special needs and people with disability
- Evaluate the programs and services, regularly to ensure they are meeting Library objectives, and meet the needs of the Cumberland City Council area through consultation and planning
- Maintain an awareness of changing trends and innovations in public library activities and programs
- Ensure effective communications to staff on all Library programs and activities, including any changes that are made
- Coordinate Library volunteers in ongoing programs, and other projects as they arise, in co-ordination with the Reference and Information Services Librarian
- Liaise with community organisations, to promote the Library Service, and be prepared to travel anywhere in the LGA
- Liaise with Council's 'Volunteering and Employment Pathways Officer' to insure the Library is allocated the most appropriate applicants for volunteer positions, in co-ordination with the Reference and Information Services Librarian
- Supervise and oversee the training needs of our volunteers in co-ordination with the Reference and Information Services Librarian
- Liaise on a regular basis with Senior Library Officers to ensure that events and activities at all branches are run effectively, and to the specific requirements of each location
- Liaise with other specialist staff in the Library, Council and the wider community in the provision of all programs and events for adults and seniors in the Library in co-ordination with the Reference and Information Services Librarian
- Liaise with the Library Administration Officers about the Library roster regarding programs and activities.

Collection development

- Participate in the development and maintence of collection development activites as required
- Coordinate requests for community language materials from the State Library ensuring that all materials are recorded correctly and returned in a timely manner.

Social media and promotion

- Manage Social Media accounts for Cumberland City Council Library Service
- Ensure content is up-to-date and promotes collections and services from across all sections of the Library.

Staff supervision

- Participate and/or organise the recruitment and training of new staff, volunteers and work experience students as required
- Address any staff performance issues and provide frequent feedback to the Team Leader Library Programs and Information Services
- Conduct annual performance appraisals for the team
- Ensure that all members of the team are fully conversant with the Library's policies, procedures and guidelines
- Ensure that all activities of the team are performed efficiently and accurately and that workflows reflect this.

YOUR CORPORATE ACCOUNTABILITES

Work Health and Safety (WHS)

- In accordance with Council's Work Health and Safety Statement, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have sited this statement.
- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to Safe Work Method Statements, Safe Work Procedures, WHS Policies/Statements, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Comply with any reasonable instructions from Council's Managers in compliance with the WHS Roles and Responsibilities Procedure
- Wear all personal protective equipment (PPE) applicable to this position and comply with Councils Personal Protective Equipment Procedure
- Comply with the *Work Health and Safety Regulations 2017* and undergo health monitoring, in accordance with Council's Health Monitoring Procedure
- The Executive Managers, Managers, Coordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively implemented within their areas of control, to support all under their immediate control and hold them accountable for their specific responsibilities.

Child Safe Organisation

- This position is not currently designated as child related but Council may at any time choose to apply to the NSW Office of the Children's Guardian to have this role designated as child related, even though it may not involve face to face contact with children. Workers would be duly notified if this was to occur.

Fraud and Corruption Prevention

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to their Manager, Director, or Council's Internal Ombudsman in the first instance, who is obliged to inform the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.

Customer Service

- Cumberland City Council are committed to striving for the delivery of excellent customer service. All employees will be held accountable to provide excellent service and the highest level of professionalism whilst performing the duties outlined in their position description.
- To contribute to this customer service oriented culture, it is expected that all employees respond to customer enquiries via all channels of communication relevant to your position, including phone calls, emails and requests/applications tasks via Council's customer request management system. You will also be expected to provide information in a timely, accurate and reliable manner in your position to ensure you deliver a positive customer experience.

SIGNATURE AND ACCEPTANCE OF POSITION

Employee name	
Employee signature	
Date of acceptance	