



CUMBERLAND
CITY COUNCIL

Children's and Youth Librarian

PRIMARY ROLE STATEMENT

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 Children's Librarian is responsible for programming services and collections specifically for young people aged 0-16 years.

KEY 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, self-service equipment, OPACs/printing 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 Children's Programming

- Oversee the development, delivery and promotion of a range of quality programs and activities specifically for children including early literacy programs and engaging programs for school aged children
- Evaluate the programs and services, regularly to ensure they are meeting Library objectives, and meet the needs of the LGA
- Maintain an awareness of changing trends and innovations in public library activities and programs
- Ensure effective communications to staff on children's programs and activities, including any changes that are made
- Liaise with schools, preschools and community organisations to promote the Library Service
- Supervise and oversee the training needs of all Library Team members in relation to children's and youth programs
- Liaise on a regular basis with the children's and youth services team to resolve problems and foster a team approach
- 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
- Liaise with the Library Admin Officers about the Library roster regarding programs and activities

Collection Development

- Participate in the development and maintenance of collection development activities as required

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 children's and youth services team
- Ensure that all members of the children's and youth services 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



We are **determined**
to succeed



We are **inclusive**
in our approach



We are **progressive**
in our outlook

Library Operations

- Participate in recruitment activities for the Library service, where required
- Write Council and other reports as required in consultation with the Leader Library Programs and Info Services
- Compose correspondence as required in consultation with the Leader Library Programs and Info Services
- Write grant applications as required in consultation with the Leader Library Programs and Info Services
- Maintain statistical data required for Council's Integrated Planning Framework and the Library Strategic Plan
- Provide input into the development of Library budgets in relation to programs and activities
- Attend Library staff meetings, represent Cumberland City Council Library Service as required at meetings and other relevant organisations, working groups and committees and other Library-specific meetings as required

Child Safe Organisation

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supporting Council environment, which endeavours to promote child safe, child friendly practices.

Fraud and Corruption Prevention

- Lead by example, acting as a role model with respect to maintaining the highest standards of ethical and transparent behaviour in all dealings, encouraging staff to adopt similar high standards of conduct in this area
- Successfully gaining commitment of staff to achieve cultural change and embed best practice governance, risk management and fraud and corruption prevention into business operations.
- Implement risk based controls and procedures for prevention and detection of fraudulent and corrupt activity within the Business Unit.
- Conduct appropriate assessments and reviews of internal controls and activities to determine compliance with council's ethical conduct framework and Fraud Control Plan and provide practical remediation recommendations if issues are identified.

Work Health & Safety

- The Executive Managers, Managers, Co-ordinators 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.



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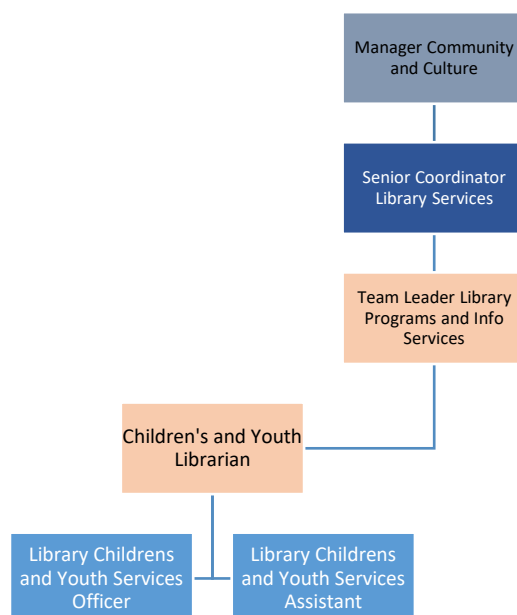


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ORGANISATION STRUCTURE



ABILITIES, QUALIFICATIONS, EXPERIENCE

Essential

- Degree in Library and Information Science or equivalent experience and eligible for Associate membership of ALIA Studies or relevant experience
- High level of interpersonal and customer service skills, with a proven ability to relate to children
- Demonstrated ability to lead a team in a public library environment
- Ability to relate well to children
- Demonstrated high level analytical, investigative and problem solving skills
- Demonstrated high level of written and verbal communication skills
- Demonstrated ability to work autonomously whilst managing competing priorities and deadlines
- Demonstrated ability to delegate tasks effectively
- Demonstrated understanding of current issues and trends in the Library profession, especially pertaining to programs for children and young people
- Current Working with Children Check
- Experience in collection development
- Current Class C Driver's Licence

Desirable

- Previous experience in leading a Library customer service or front desk service team in a Local Government Environment
- Experience in budgetary processes
- Possession of conflict resolution and negotiation skills
- Experience managing teams across several sites

Keep checks required for the role



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- ☐ Qualifications verification
- ☐ Licence Check if driving Council vehicles
- ☐ Working With Children's Check

Classification	Grade 10
Job Function Group:	Professional
Reports to:	Team Leader Programs and Info Services
Staff Reporting Responsibilities:	Nil
Budget Responsibility:	Nil

Date:

Agreed:

Name

Employee signature



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