

Melton City Council

# Adult Literacy and Learning Librarian

Position Description

A thriving community  
where everyone belongs

## 1. Position details

Position	Adult Literacy and Learning Librarian
Classification	Band 5
Award	Melton City Council Enterprise Agreement No 9 2019
Directorate	Community Services
Service Unit	Libraries and Arts

Manager Libraries and Arts	March 2021
Approved by	Date Approved

Incumbent's name	Signature	Date
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## 2. Position objectives

- Develop, deliver and evaluate an innovative range of adult literacy, learning and social connection programs, and initiatives across the library service to improve literacy outcomes in the community and inspire a love of learning.
- Lead staff in the delivery of high quality customer service at Council's library facilities that is responsive to community needs.

## 3. Key responsibility areas

- As a shift supervisor provide leadership to staff in the delivery of high quality customer service across the library service to ensure customers have a positive experience characterised by active engagement.
- Participate in rostered library customer service shifts at library facilities or outreach points and proactively engage with customers to maximise their use of resources, equipment, technology and online platforms.
- Develop, plan, deliver and evaluate adult literacy, learning and social connection programs across the library service to ensure a comprehensive calendar of activities and events.
- Utilise community development principles and an inclusive intercultural approach to develop program plans and proposals that align with established library priorities, and regularly facilitate and deliver programs.
- Develop effective relationships and strategic partnerships with adult learning providers, community groups, Council staff and volunteers to improve adult literacy outcomes and sustainable program delivery.
- Identify and develop opportunities and initiatives across the library service that improve literacy outcomes for adults.
- Provide input into the development and maintenance of library collections in relation to area of responsibility.

## 4. Organisational relationships

Reports to	Team Leader Literacy, Learning and Partnerships
Supervises	Volunteers, Library staff when rostered Program Facilitators / Contractors
Internal liaisons	Community Activation and Learning staff Library Staff and Council Staff
External liaisons	General Public, Library Users, Community groups Adult education providers and organisations Library network special interest groups

## 5. Accountability and extent of authority

- Under the guidance of the Team Leader Literacy, Learning and Partnerships, plan implement and evaluate the delivery of adult literacy, learning and social connection programs across the library service.
- Supervision of staff, resolving customer service issues, and smooth operation the library facility when rostered as the customer service shift supervisor.
- Develop and enhance partnerships with adult learning providers, volunteers and community organisations in relation to area of responsibility.
- Develop program plans and proposals for area of responsibility that align with established library priorities and community development principles.
- Ensure the timely development of a calendar of adult literacy, learning and social inclusion programs, events and initiatives within budget.
- Undertake routine library tasks, collection maintenance and shelving as required.
- Responsible for library facility opening and closing procedures as rostered.

## 6. Judgement and decision making

- Think creatively to develop innovative approaches, methods and processes utilising relevant knowledge and experience.
- Required to make decisions on the day-to-day operation of the library, customer information enquiries, and troubleshooting of equipment and technology.
- Ensure consistency in adult literacy and learning programs across the library service by consulting with library staff involved in delivering programs and library team leaders.
- Make decisions about adult literacy and learning programs in response to community needs and in line with Council policies and objectives.
- Identify and resolve problems using standard procedures and guidelines and provide recommendations within scope of expertise, though guidance and advice is usually available.
- Provide input into policies, plans and procedures for the library service relevant to area of responsibility.
- Problem solve general information technology issues and escalate as appropriate

## 7. Specialist skills and knowledge

- Understand the policies and procedures of the library service.
- Demonstrated knowledge and skills in the use of Microsoft Office applications, Library Management Systems, online library resources, ebooks, library apps, databases, and equipment such as computers, laptops, tablets and mobile devices.
- Plan, develop and deliver library programs for adults.
- Demonstrated understanding of community development and adult learning principles and the ability to develop lesson plans and facilitate learning programs.
- Analyse trends, data and reports on industry best practice to improve library service delivery within areas of responsibility.

## 8. Management skills

- Effectively lead staff involved in program delivery for area of responsibility and when rostered as shift supervisor.
- Effectively manage and plan own time, establish priorities, set and achieve short and long term goals for self in accordance with team and organisational objectives.
- Prioritise workflows and resolve customer issues in a busy customer service environment.
- Supervise and provide support to staff with training and implementation of policies and procedures.
- Ensure OH&S and other legislative requirements are met in relation to the work for all areas within the responsibility of the position.

## 9. Interpersonal skills

- Demonstrated customer service skills with the ability to confidently and actively engage with customers to discuss and resolve issues and problem behaviour.
- Sound communication skills with the ability to develop rapport and work effectively with a broad range of stakeholders from diverse backgrounds, including staff, general public, schools, community organisations, industry networks, and Council service units.
- Excellent written and verbal skills with the ability to produce online content, lesson plans and procedures for area of responsibility, and represent Council at appropriate industry special interest groups.
- Work in a team environment and gain cooperation from staff, members of the public and community groups.
- Well-developed facilitation skills with the ability to deliver learning programs.
- Demonstrated ability to effectively communicate and work constructively with children and young people.

## 10. Qualifications and experience

- A tertiary qualification acceptable for professional membership (librarian) of the Australian Library and Information Association together with relevant public library experience.
- Experience in developing lesson plans and facilitating programs.
- A Certificate in Training and Assessment would be an advantage.
- Experience in working directly with public to inform, develop and support their learning, literacy, social or development needs.
- A current valid Victorian driver's licence.
- A current valid Working with Children Check.

## 11. Key Selection Criteria

1. A tertiary qualification acceptable for professional membership (librarian) of the Australian Library and Information Association together with relevant public library experience.
2. Demonstrated customer service skills with the ability to confidently and actively engage with customers to discuss and resolve problems.
3. Demonstrated understanding of community development principles and the ability to develop lesson plans and facilitate learning and literacy programs for adults.
4. Demonstrated knowledge and ability to use library online resources, computer equipment, mobile devices, and emerging technologies, with the ability to problem solve information technology issues
5. Demonstrated ability to lead staff and work well as part of a team in an environment of innovation and continuous improvement.
6. Excellent verbal and written communication skills together with the ability to develop rapport and engage with a broad range of stakeholders from diverse backgrounds, including learning providers, organisations and the community.