

Multicultural Services Librarian

Position Description



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| Position number: | 0217 |
| Classification: | Band 5 |
| EA: | Moreland City Council Enterprise Agreement |
| Department: | Community |
| Branch: | Cultural Development |
| Unit: | Library Services |
| Reports to: | Library Team Leader |
| Supervises: | All staff when the occupant is the most senior staff member available; Library Officers and Library Technicians reporting to the position |
| Approved by: | Manager Cultural Development |

Organisational values:



Position objectives

In accordance with established Library policy, practices and directives, provide high quality, targeted library and information services to those in the local community, particularly those from a culturally and linguistically diverse background, under the supervision of the Team Leader Brunswick/ Campbell Turnbull Libraries and Digital Services.

Date Created: 30 June 2007

Date Modified: 23 August 2022

Date Approved: 23 August 2022

Date Printed:

Key responsibility areas

Customer Services

- Perform customer service duties, including assisting with self-service and borrowing materials, returning, shelving and shelf reading library materials.
- Instruct and advise customers in using the catalogue, databases and the library.
- Perform Information Desk duties, including provision of information and customer assistance with photocopiers, Wi-Fi, the Internet and PCs.
- Assist with the reservations pick list.
- Provide relief at other library service points as required.

Promotion and Extension Activities

- Organise programs and activities targeting people from culturally and linguistically diverse (CALD) backgrounds and promoting multicultural themes to the wider community.
- Organise targeted library tours and reader education programs for CALD users.
- Provide talks to community groups and organisations promoting library services.
- Prepare and distribute lists of new books for CALD users.
- Organise translation of library notices, brochures, etc into relevant languages.
- Liaise with the Multicultural Services Librarians at other service points within Moreland City Libraries.
- Co-ordinate and upload content to the library website and Grapevine and monitor the library Facebook page.
- Assist with library initiatives to bridge the digital divide.

Staff Supervision and Administration

- Supervise and assign work to Library Technicians and Library Officers reporting to the position, and other library staff as required at the service point(s) where the position is based.
- Develop work plans and undertake staff evaluation for staff reporting to the position.
- Prepare reports and correspondence as required, including reports from the Library Management System.
- Organise general day-to-day administrative duties when required.

Collection Development

- Under the supervision of the Team Leader Glenroy/ Fawkner Libraries and Multicultural Services, organise and maintain the collections of materials in languages other than English at Brunswick and Campbell Turnbull Libraries, including disposal of withdrawn library materials.
- Participate, as part of the Community Languages Team, in the selection of books, periodicals, and other library materials, in community languages.
- Sort items for repair and withdrawal from the community language collections at the Brunswick and Campbell Turnbull Libraries.
- Organise donations of books and other materials in community languages.
- Assist with inputting and cataloguing of library materials.

Employee competencies and accountabilities

Competencies:

- **Community and Customer Focus:** Building strong customer relationships and delivering community / customer-centric solutions.
- **Ensures Accountability:** Holding self and others accountable to meet commitments.
- **Collaborates:** Building partnerships and working collaboratively with others to meet shared objectives.
- **Instils Trust:** Gaining the confidence and trust of others through honesty, integrity, and authenticity.

Accountabilities:

- Contribute to the effective implementation of the Moreland Continuous Improvement system in the work area and achievement of quality outcomes.
- Contribute to the achievement of a safe and healthy environment by working in accordance with Council's OHS Policy and Procedures.
- Incorporate Council's environmental sustainability objectives and targets into projects and programs.
- Promote and participate in a culture of environmental sustainability.
- Undertake all duties with an awareness of and sensitivity to diversity and equity in accordance with Council policy.
- Ensure that complete and accurate records relating to business activities are maintained and stored in Council's electronic records management system (including correspondence, reports, emails) in accordance with Council policy.

Other duties:

- Required to undertake other duties as directed.

Organisational relationships

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|------------------------|---|
| Internal Relationships | All Library staff; Council Departments, particularly Community |
| External Relationships | Library users; Participate in networks with Multicultural Services staff; Community organisations; Booksellers and library suppliers; Professional bodies |

Job characteristics relevant to the position

The following Job Characteristics should be read in the context of the definitions describing the characteristics required of a Band 5 employee as outlined in Part B of the Enterprise Agreement (Victorian Local Authorities Award 2001, Appendix A, Part A - Employee Band 5, Clause 5)

1. Accountability and Extent of Authority:

- Accountable for participating in the efficient maintenance and development of collections in community languages and services at Brunswick and Campbell Turnbull Libraries, and at other service points as required, under the supervision of the Team Leader Glenroy/ Fawkner Libraries and Multicultural Services, subject to established policies, practices and guidelines of Council and the Library Service.

- Participate, as part of a team under the supervision of Team Leader Glenroy/ Fawkner Libraries and Multicultural Services in the selection of materials in community languages.
- Responsible for program resource supervision in accordance with clear objectives and budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans.
- Provide advice and give support to the Team Leader Glenroy/ Fawkner Libraries and Multicultural Services and other senior library service staff.
- When on duty as the most senior staff member, the incumbent will be responsible for enforcing library policies, supervising staff and performing all day-to-day maintenance and routines.
- Responsible for the content management of the library website, and monitoring of the library Facebook page under the supervision of the Team Leader Brunswick/ Campbell Turnbull Libraries and Digital Services and within the guidelines of Council's Communications policies and procedures.

2. Judgement and Decision Making:

- Solve problems in relation to the provision of library and information services, using procedures and guidelines and the application of professional knowledge or knowledge acquired through experience.
- Problems may be of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.
- Guidance and advice is usually available within time required to make a choice.

3. Specialist Knowledge and Skills:

- Good literacy and numeracy skills.
- Good information retrieval skills, including online databases.
- Broad knowledge of literature.
- Ability to use, and knowledge of, PCs and the Internet, including basic troubleshooting skills.
- Ability to organise extension activities and events.
- Ability to assess book reviews, blurbs, patron recommendations, etc.
- Interest in multicultural services.
- Demonstrated expertise in the creation of web pages.
- Demonstrated experience in successful collaborative/partnerships relationships involving programs and services to targeted groups.
- Ability to shelve library materials on an ongoing basis, including heavy books on shelves below knee level and above shoulder height.
- Fluency in a community language related to the Moreland area is desirable.

4. Management skills:

- Ability to achieve set objectives in the most effective way possible and within a set timetable.
- Ability to set priorities and to plan and organise own work and that of other relevant library staff members.
- Ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety, and employee training and development.

5. Interpersonal Skills:

- Ability to consistently provide efficient and friendly service to library users.

- Ability to contribute to and deliver projects and programs, including developing, planning, implementing, and reviewing, within agreed timeframes.
- Strong commitment to excellence in service provision to all sections of the community.
- Ability to communicate clearly, both orally and in writing.
- Ability to relate to people from diverse cultural backgrounds.
- Flexibility.
- Consistently positive and cheerful attitude to work, to the organisation, to colleagues at all levels, and to citizens.
- Ability to resolve problems and defuse potential conflict.
- Ability to gain the cooperation and support of team members to achieve team goals and objectives.
- Empathy with all sections of the community.

6. Qualifications and Experience:

- Degree in Library and Information Services or similar field with relevant work experience, or through lesser formal qualifications with relevant work skills and experience.
- Eligibility for professional membership of the Australian Library and Information Association (ALIA).
- Experience in the provision of CALD and or library-based community programs.
- A current Victorian Driver's Licence.
- A current Working with Children Check.

7. Physical Requirements of the position

TASK ANALYSIS

In the course of their duties, a person in this position may be expected to work in or be exposed to the following conditions or activities as marked.

| Condition/Activity | Constant | Frequent | Occasional | N/A |
|--|----------|----------|------------|-----|
| Manual handling weights -above 10kgs | () | (√) | () | () |
| -below 10kgs | (√) | () | () | () |
| Manual handling frequency | (√) | () | () | () |
| Repetitive manual work | (√) | () | () | () |
| Repetitive bending/twisting | (√) | () | () | () |
| Working with arms above head | () | (√) | () | () |
| Lifting above shoulder height | () | (√) | () | () |
| Using hand tools – vibration/powered | () | () | () | (√) |
| Operating precision machinery | () | () | () | (√) |
| Close inspection work | () | () | () | (√) |
| Wearing hearing protection | () | () | () | (√) |
| Wearing eye protection | () | () | () | (√) |
| Working in dusty conditions | () | () | (√) | () |
| Working in wet/slippery conditions | () | () | () | (√) |
| Wearing Gumboots | () | () | () | (√) |
| Wearing safety shoes/boots (steel cap) | () | () | () | (√) |
| Working with chemicals/solvents/detergents | () | () | (√) | () |
| Washing hands with soap (hygiene) | () | (√) | () | () |
| Working at heights | () | () | () | (√) |

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| Working in confined spaces | () | () | () | (√) |
| Working in chillers (+4 degrees C) | () | () | () | (√) |
| Performing clerical duties | (√) | () | () | () |
| Working on a keyboard | (√) | () | () | () |
| Driving cars and/or trucks | () | () | (√) | () |

Other special features (e.g. nature of chemicals, travelling requirements, etc):

8. Key Selection Criteria

- Degree in Library and Information Services or similar field with relevant work experience, or through lesser formal qualifications with relevant work skills and experience.
- Teamwork, supervisory and communication skills
- Demonstrated ability to resolve problems using creativity and originality when required and to defuse potential conflict.
- Ability to contribute to and deliver projects, including developing, planning, implementing, and reviewing, within agreed timeframes
- Ability to consistently lead, motivate and coach staff and to gain the cooperation and support of team members to achieve team goals and objectives
- Demonstrated experience in organising community-based library programs and services to targeted groups.
- Demonstrated knowledge and proficiency with website content management and relevant technology.
- Eligibility for professional membership of the Australian Library and Information Association (ALIA).
- A current Victorian Driver's Licence and Working with Children Check.