



**City of
Norwood
Payneham
& St Peters**

Children's and Youth Services Librarian

POSITION & PERSON DESCRIPTION

September 2017

GENERAL

Position & Person Descriptions form an important part of an integrated planning process to ensure that individual performance, and the required outputs and outcomes, align with the strategic and corporate directions of the City of Norwood Payneham & St Peters. The Organisational Values are an integral component of the organisational culture and all staff are expected to perform their duties within the framework of the Organisational Values.

The Position & Person Description also provides the basis upon which selection criteria for the position are determined.

DEPARTMENT:	Chief Executive Officer
SECTION:	Library Services & Lifelong Learning
UNIT:	Lifelong Learning team
ORGANISATIONAL RELATIONSHIP:	Reports to Lifelong Learning Team Leader The Position is also expected to work in collaboration with Library staff across all three library sites.
NO. OF DIRECT REPORTS:	2, plus volunteers
AWARD & CLASSIFICATION:	South Australian Municipal Salaried Officers Award and the City of Norwood Payneham & St Peters' Municipal Officers Enterprise Agreement General Officer, Level 4

OVERVIEW

The Norwood Payneham & St Peters Libraries are committed to providing excellent Library Services to the community. The Library Service provides a wide range of lifelong learning programs, collections and services across the three sites located at Norwood, Payneham and St Peters.

The role and position of the Children's and Youth Services Librarian is key in ensuring the Library Service is a pivotal information, recreation and education provider in the community. This role will assist the Lifelong Learning team to deliver quality lifelong learning, literacy, cultural and recreation programs and services across the City's three libraries. In particular, the role will have a strong focus on the development, coordination and delivery of infant, child and youth programs and services, aimed at promoting literacy skills, developing young readers, supporting education and lifelong learning, and providing valuable recreational and cultural opportunities for young people in the City. This also includes the development of spaces and places within the Library sites for families, children and youth to participate and engage with their community in accordance with the Library Service's desire to become a key third place within the City.

The position is also responsible for assisting with the delivery of quality customer and information services, including corporate receipting, and contributing to the development of Library Service collections.

The position is also responsible for providing leadership to the team based at the Payneham site in the absence of the Team Leader, Lifelong Learning.

ORGANISATIONAL VALUES

At the City of Norwood Payneham & St Peters, all staff are committed to improving the quality of services which are provided to the community. In order to ensure that we achieve this, we have embraced the Business Excellence Framework as a mechanism for implementing continuous improvement and as part of this we have adopted a set of Organisational Values.

The Organisational Values (which are summarised below and attached to this document) form an integral part of the Position & Person Description.

The Organisational Values are a shared set of values to assist in guiding staff behaviour in terms of how we interact with each other and the Elected Members, as well as how we treat people in our community as part of our day-to-day operations and service delivery.

Our Values are:

<i>Our People</i>	We are passionate, committed, empowered and accountable and we recognise the contribution of others.
<i>Working Together</i>	A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.
<i>Leadership</i>	Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.
<i>Excellence</i>	We strive for excellence in everything we do and we encourage innovation and quality.
<i>Integrity</i>	We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.
<i>Service</i>	We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

POSITION OBJECTIVES

To assist the Lifelong learning team to deliver lifelong learning, literacy, cultural and recreation programs and services across the Library sites.

To lead the development and delivery of children's and youth recreation, literacy and reader guidance services and programs for the Library Service, and facilitate support services to local education institutions in the community.

To lead the development of children's and youth library spaces and maintain diverse collections across the Library Service.

To ensure the provision of high quality customer and information services to the public.

To design, promote, present and evaluate a variety of programs for children and young people of all ages, based on their development needs and interests and the goals of the Library Service.

Active participation in all aspects of the Library's planning process to represent and support the service to children and young people.

KEY RESULT AREAS

- *Operational Responsibilities*
 1. Lifelong learning programs and services.
 2. Children's and youth recreation, literacy, reader guidance and education support.
 3. Children's and youth library collections and environments.
 4. Customer and information services.
- *Organisational Responsibilities*
 1. Corporate Governance.
 2. Environmental Sustainability.
 3. Work Health Safety and Injury Management.
 4. Organisational Values.

OPERATIONAL RESPONSIBILITIES

Key Responsibilities & Key Tasks

1. Lifelong learning programs and services

- To contribute and assist in the design, development and delivery of Lifelong Learning programs, workshops and services across the Library Service.
- Liaise with other external program and service providers to deliver collaborative programs across the Library Service.
- To maintain reports about programs and services.

Performance Indicators

- Quality and timely lifelong learning, recreation, culture and literacy opportunities are delivered across the City's Libraries.
- Customer satisfaction with customer programs and services.
- Programs and services are prepared and delivered in accordance with customer needs and expectations.
- Program attendance levels.

2. Children's recreation, literacy, reader guidance and education support

- To liaise with Public Library Services (PLS), the Children's Book Council of Australia, the Premiers Reader Challenge, ALIA and other state and national providers to participate in and develop reading programs to foster and develop infant, children's and youth literacy, and further develop young readers.
- To lead the development of lifelong learning and recreation programs for children and youth, and coordinate their delivery across the Library service, including contracting suppliers for program delivery.
- To lead the development of reader guidance and awareness tools to foster a love of reading in children and youth, and further develop young readers.
- To participate in SALCYS (South Australian Libraries Children & Youth Services) and other children's and youth services forums at a public library level to remain abreast of issues and trends.
- To develop a planned policy driven approach to the design and delivery of programs and services to support education in the City, including liaison with local child care institutions, preschools, kindergartens, primary and secondary schools.
- To seek to supplement programming resources with grant funding from alternative funding bodies.
- To seek feedback from customers to monitor and review library services and programs aimed at children and youth to facilitate continuous improvement, and to ensure the needs and expectations of the community are met.

Performance Indicators

- Customer needs are met.
- Customer satisfaction.
- Child and youth recreation and learning opportunities are provided.
- Schools, kindergarten and childcare centre participation in Library Services.
- Operation within funding resources.

3. *Children's and Youth Library collections and environments*

- To develop library collections tailored to meet a diverse range of reading levels and preferences across a variety of formats.
- To work in collaboration with the Collection Development Team Leader to evaluate and maintain a collection for balance and comprehensiveness.
- To assist with the collection management of the young people's area across the Library Service.
- To develop children's and youth library environments tailored to customer needs and expectations.
- To encourage families and children and youth to see their Library as a third place in their community.

Performance Indicators

- Customer needs are met.
- Customer satisfaction with library environments.
- Comprehensive child and youth library collections available in a variety of formats.
- Libraries seen as a third places in the community.

4. *Customer and Information Services*

- To undertake branch coordination tasks in the absence of the Lifelong Learning Team Leader
- To assist with the provision of circulation, reference, community information and information services to meet site operational requirements.
- To provide corporate customer service to residents, including processing payments and enquiries.
- To assist customers with public access computing queries and bookings.
- To assist in the control of customer behaviours within the Library environment.
- To liaise with Community facility hirers regarding building access, security and shared infrastructure and spaces.
- To liaise with City Services and City Assets staff and contractors to maintain the Library site.
- Other duties as directed.

Performance Indicators

- Quality customer services are delivered.
- Customer needs are met.
- Customer satisfaction.
- Safe customer environments.
- Operation within program and service budgets.

ORGANISATIONAL RESPONSIBILITIES Key Responsibilities & Key Tasks

1. CORPORATE GOVERNANCE

- Contribute to the development of Corporate & Departmental Business Unit Plans.
- Promote and develop the Council's image, standing and role in the community as and where the opportunity presents itself.
- Demonstrate and promote a "customer first" approach when dealing with the community.
- Contribute to the delivery of quality services and identify areas for service delivery improvement.
- Demonstrate and promote Equal Employment Opportunity (EEO) principles in the workplace.
- Contribute to the organisations continuous improvement program, Australian Business Excellence Framework (ABEF).
- Observe and uphold the Organisational Values and conduct all affairs in accordance with the Values.

Performance Indicators

- Positive participation in the Corporate & Departmental Business Unit planning processes.
- Positive image of Council is portrayed at all times.
- Increase in community satisfaction with regard to the delivery of quality services.
- Increased awareness of and compliance with EEO principles.
- Organisational values observed at all times.
- Participation in all ABEF programs as required.

2. ENVIRONMENTAL SUSTAINABILITY

- Consider and ensure best environmental sustainability practices in line with *Outcome 4: Environmental Sustainability*, of the Council's *CityPlan 2030: Shaping Our Future*, when undertaking duties and in the delivery of services.

Performance Indicators

- Demonstrated commitment to environmental sustainability when undertaking work-related duties.
- Timely reporting of environmental incidents as per the *Accident / Incident Report Form (WHS-02680)*.

3. WORK HEALTH SAFETY AND INJURY MANAGEMENT

- In accordance with Section 28 of the Work Health and Safety (WHS) Act 2012, while at work you must:
 - take reasonable care of your own health and safety; and
 - take reasonable care that your acts or omissions do not adversely affect the health and safety of other persons; and
 - comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the Council; and
 - cooperate with any reasonable policy or procedure of the Council.
- As part of the Council's safety management system, all workers are required to:
 - report any hazards, near misses, incidents, accidents, injury or ill-health which arise in the course of, or as a result of, their work;
 - correctly use, and maintain, any clothing and equipment provided for the purposes of WHS;
 - maintain their workplace in a tidy and safe condition;
 - ensure that their safety, and that of others, is not affected by the consumption of alcohol or other drugs;
 - not interfere with, remove or displace any safety devices, guards or protective equipment unless it is part of an approved maintenance or repair procedure; and
 - actively participate in consultation and consideration of all WHS issues that are pertinent to their workplace.
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- In addition to your obligations listed above, as a Program Coordinator you are responsible for, and will be held accountable for, maintaining a safe work environment by controlling, directing and monitoring work practices within your area of responsibility, and in particular:

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- communicating the contents of the approved WHS policy, procedures, plans and programs to workers;
- ensuring adherence to WHS policies and procedures within your sphere of control;
- maintaining a basic awareness of safety issues within your respective area;
- providing all workers (staff, contractors and visitors), who are required to enter an area under your control, safety induction prior to commencing work;
- coordinating, and participating in, local WHS consultation processes;
- constantly reviewing working procedures and practices within your area of responsibility;
- ensuring all plant, machinery and equipment is properly maintained;
- identifying, assessing and controlling hazards and WHS risks; and
- providing data related to local WHS performance as required.

Performance Indicators

- Increased awareness of, and compliance with, WHS legislation.
- Safe working practices utilised which are WHS compliant.
- Competency levels maintained and kept up-dated as required.
- Timely reporting of hazards and risks to ensure prevention is attempted at all times.
- Immediate reporting of all accidents and incidences.

4. ORGANISATIONAL VALUES

- Responsible for ensuring that the Organisational Values are observed at all times in the discharge of all responsibilities, accountabilities and outcomes.

Performance Indicators

- Compliance, observance and adherence to Organisational Values at all times.

PERSON SPECIFICATION

QUALIFICATIONS AND/OR EXPERIENCE

- A professional qualification in Library and Information Management recognised by ALIA.
- Experience in a public library essential.
- Current driver's license, Class C.

KNOWLEDGE

- Sound knowledge of collection development standards and principles for public libraries in Australia.
- Knowledge of local government structures, functions and funding parameters.
- Sound understanding of children's and youth issues relating to lifelong learning, literacy and recreation.
- Sound knowledge of public library operations, including program provision and collection development for Children and Youth.
- Excellent knowledge of local community profiles, services and facilities.
- Sound understanding of teamwork, customer service, and continuous improvement processes in libraries.
- Comprehensive understanding of public library funding parameters.

SKILLS

- Excellent customer service skills.
- Time management skills.
- Priority setting and planning skills.
- Ability to coordinate and work with a team.
- Ability to set priorities, plan and organise own time and that of site/team staff to achieve specific and set objectives.
- Ability to control difficult customer behaviours.
- Ability to implement change.
- Ability to develop flowcharts, procedures and policy.
- Ability to conduct reference searches of high complexity.
- High level reader guidance skills, including the use of reader guidance tools.
- High level use of the Symphony Library Management System
- High level use of the Internet, Microsoft Office and library orientated software applications.
- Ability to apply WHS procedures and participative work practices.
- Ability to assist in the development of statistical reports.
- Budget management.

EXPERIENCE

- Proven experience in a public library at a supervisory level essential.
- Proven experience in working with children's and youth programs.
- Experience in coordinating and leading teams to achieve multiple and simultaneous service outputs and outcomes.
- Experience in supporting and developing staff to achieve common service goals and outcomes.

PERSONAL ATTRIBUTES

- Committed to excellent customer service.
- Ability to relate to people across a wide socio-economic demographic and culturally and linguistically diverse community.
- Committed to continuous improvement.

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DELEGATION & AUTHORITY

- As set out in the relevant Delegations Schedule as approved and varied from time to time by the Council.

JOB REQUIREMENTS

- Position will involve night and weekend shifts across the Library service as required.
- Completion of training & attainment of skills applicable to Award Classification.
- Attend training courses and other relevant staff development sources and maintain competency levels.

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DATE POSITION CREATED:

DATE CURRENT INCUMBENT APPOINTED:

DATE CURRENT INCUMBENT COMMENCED:

EMPOWER REVIEW SCHEDULED FOR:

AGREEMENT:

This Position & Person Description accurately reflects and describes the responsibilities, accountabilities, duties, skill requirement and the expected outputs and outcomes for the position of Children's and Youth Services *Librarian*.

APPROVED BY:

Mario Barone
Chief Executive Officer

Date

Suzanne Kennedy
Manager, Library Services & Lifelong Learning

Date

This Position & Person Description which reflects and describes the responsibilities, duties, skill requirements and the expected outputs and outcomes for the position of Children's and Youth Services Librarian has been read and agreed to by

Children's and Youth Services Librarian

Date

Our Values Behaviour Statements

Individual Behaviour

Organisational Behaviour

Our People

We are passionate, committed, empowered and accountable and we recognise the contribution of others.

Our People

- I take responsibility for my own actions.
- I commit to being approachable, positive and contributing 100%.
- I am thoughtful, respectful and interested in others.

Our People

- We engage with and have confidence in the ability of Our People.
- We appreciate differing work/life balance requirements.
- We encourage Our People to seek career relevant opportunities for personal and professional development.

Working Together

A positive team, we work collaboratively in an open, honest and transparent environment, supporting each other to get things done.

Working Together

- I offer praise and encouragement to my peers.
- I pull my own weight and willingly contribute to share the load.
- I commit to listening and being open to new ideas.

Working Together

- We are aware and respectful of individual skills, needs and abilities.
- We are committed to removing barriers and silos.
- Communication is a key element of effectively working together.

Leadership

Leading by example, we all live our values, inspire each other and deliver clear and consistent direction.

Leadership

- I am a role model and I demonstrate this in my daily behaviour.
- I make time for all others.
- I provide and am receptive to constructive feedback.

Leadership

- We offer support and encouragement.
- We are consistent in our leadership and sustainable decision-making.
- Our expectations are reasonable and we provide clear direction.

Excellence

We strive for excellence in everything we do and we encourage innovation and quality.

Excellence

- I take pride and ownership in my work.
- I aim to be the best I can be.
- I am willing to go above and beyond.

Excellence

- We recognise and celebrate high achievement and innovation.
- We are committed to the Australian Business Excellence Framework (ABEF).
- We seek and foster the best in Our People.

Integrity

We demonstrate respect and honesty in everything we do and always act in the best interests of our citizens and our community.

Integrity

- I am open, honest and reliable.
- I am respectful of others opinions.
- I am efficient, effective and outcome focused.

Integrity

- We offer a safe and supportive working environment.
- We are open, honest and transparent in all our business endeavours.
- We are the role model for our community.

Service

We seek to improve quality of life for our citizens and our community and we treat all stakeholders with respect.

Service

- I understand and uphold the 'big picture' service of our organisation.
- I am empathetic and adaptable to customer needs.
- I am willing to assist wherever possible.

Service

- We have the right people in the right jobs.
- We engage with our community to understand their needs.
- We are committed to best quality customer service.