



## POSITION DESCRIPTION

<b>POSITION TITLE:</b>	Digital and Community Learning Liaison				
<b>POSITION NO:</b>	703653	<b>CLASSIFICATION:</b>	Band 5		
<b>DIVISION:</b>	Community Programs				
<b>BRANCH:</b>	Library Services				
<b>REPORTS TO:</b>	Team Leader Digital and Community Learning				
<b>POLICE CHECK REQUIRED:</b>	Yes	<b>WORKING WITH CHILDREN CHECK REQUIRED:</b>	Yes	<b>PRE-EMPLOYMENT. MEDICAL REQUIRED:</b>	Yes

*Yarra City Council is committed to being a child safe organisation and supports flexible and accessible working arrangements for all. This includes people with a disability, Aboriginal and Torres Strait Islanders, culturally, religiously and linguistically diverse people, young people, older people, women, and people who identify as gay, lesbian, bisexual, transgender, intersex or queer.*

*We draw pride and strength from our diversity, remain open to new approaches and actively foster an inclusive workplace that celebrates the contribution made by all our people.*

### POSITION OBJECTIVES

The library operates in a team environment in which the library management, library resource and technology and library community learning and partnerships teams work together to achieve the objectives and initiatives outlined in the library plan.

To achieve this objective the incumbent will:

- Contribute to the achievement of Yarra Libraries' business strategy, vision and values.
- Provide proactive customer service in line with Yarra Libraries' strategy, standards and behaviours.
- Contribute to the development and delivery of a suite of integrated community learning programs that support digital literacy, lifelong learning and the pursuit of STEM education.
- Advise and support the Team Leader Digital and Community Learning on the implementation of new Technologies, online resources and services

throughout the library service.

- Anticipate and respond to developments in technology, eResources and training in order to confidently deliver service to internal and external customers.
- Actively promote the library service as an integral part of the community by providing technology support and innovative learning opportunities through programs and services.
- Liaise with individuals, community groups, educational institutions, key stakeholders and the wider community.
- Assist in the development of library collections (not limited to reference, local history and information services, online resources and physical lending items)

Contribute to Yarra Libraries forward planning in particular in relation to emerging technologies, hardware and online resources.

## **ORGANISATIONAL CONTEXT**

Yarra Council seeks to foster an inclusive and dynamic community. It recognises that engaging in social and cultural activities enhances community belonging and wellbeing.

Yarra's suburbs have a rich and varied history which is reflected in the city's built form, natural environment and diverse population, which has a strong sense of community.

Lifelong learning and access to information and cultural resources has a place in the lives of all people, and Yarra Libraries has a valuable role to play in supporting our community as they learn, discover, imagine and engage.

Yarra Libraries is a dynamic public library service, providing a welcoming inclusive and stimulating environment where lifelong habits of learning and self-expression are encouraged, a love of reading is nurtured, and where library users can meet their educational, information and recreational needs.

Yarra Libraries utilises 40.67 EFT staff within the Community Wellbeing Directorate and is responsible for the provision and management of public library services to the community, through five static libraries at Carlton, Collingwood, Fitzroy, Bargoonga Nganjin North Fitzroy and Richmond and a virtual presence at [www.yarralibraries.vic.gov.au](http://www.yarralibraries.vic.gov.au)

## **ORGANISATIONAL RELATIONSHIP**

<b>Position reports to:</b>	Team Leader Digital & Community Learning
<b>Position supervises:</b>	No direct reports
<b>Internal Relationships:</b>	Library Staff Community Wellbeing branch Council staff
<b>External Relationships:</b>	Residents Public libraries Community Groups Members of the public External service providers Industry networks not limited to the Good Things Foundation/Be Connected Network, Australian Digital Inclusion Alliance, Infoxchange and the Alannah and Madeline Foundation/Telstra Foundation.

## **KEY RESPONSIBILITY AREAS AND DUTIES**

### **Community Learning**

- Assist in the development of learning programs and events designed to meet staff and community needs,
- Deliver general and specific learning programs for staff, community organisations and library users on topics including, but not limited to, digital literacy, information literacy, creative and emerging technologies, social media and online resources,
- Assist in the evaluation of learning tools and resources,
- Support the development and maintenance of training materials and documentation that support program delivery,
- Support the promotion, marketing of online resources and services,
- Maintain and continuously develop own personal awareness of current and emerging trends around online and remote learning, creative and emerging technologies and shifts in community interests and needs,
- Proactively seek and maintain effective relationships with community organisations, training providers, contractors and program partners,
- Work collaboratively across teams to support the implementation of Yarra Libraries strategies and plans relating to Community Learning.

### **Marketing and Promotions**

- Contribute to the planning and implementation of marketing strategies and activities designed to promote Yarra Libraries to the community via a variety of formats including online tools such as the library website and social media.
- Contribute to the development and ongoing maintenance of Yarra Libraries website and social media presence.

## **Customer Service**

- Provide pro-active customer service and support in a self-service environment based on a high level of knowledge of library collections and services including circulation and collection maintenance duties,
- Provide courteous and accurate information and research services to library users, promote and referring to services and programs as appropriate,
- Respond to information and research enquiries in a proactive, effective and timely manner,
- Effectively communicate and follow up with other employees in meeting the specific needs and expectations of customers as required,
- Effectively implement Yarra Libraries' policies and procedures,
- Participate in the development and delivery of additional activities and programs that support the library as a place for reading, learning and community,
- Collaborate with teams across the organisation to ensure the specific programs are delivered,
- Where required, provide support and undertake duties in other library areas to meet the operational requirements of Yarra and deliver quality customer service to the Yarra community.

## **Continuous Improvement**

Contribute to the continuous improvement and development of Yarra Libraries by participating in the following regular and ongoing activities as required:

- Library development meetings/forums
- Professional Development and training programs
- Team meetings and one-to-one meetings with your Team Leader
- Professional networks, seminars/workshops as required

## **ACCOUNTABILITY AND EXTENT OF AUTHORITY**

This position may supervise resources, other employees or groups of employees and provide advice to, or regulate clients, and give support to more senior employees. The freedom to act is governed by clear objectives and budgets, frequent prior consultation with more senior staff and a regular reporting mechanism to ensure adherence to plans.

## **Safety & Risk**

Act as a role model for a safety and risk management culture and ensure officers are aware of and adhere to legislative requirements and Council policies and procedures.

- Monitor and report on any conditions likely to impact on employee safety.
- Initiate or support the development and training of appropriate safe work practices for all new processes or equipment.
- Identify hazards, assess, report and investigate incidents, train staff and where practicable, resolve any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.
- Ensure consultation with staff on OH&S issues as early as practicable, and include safety and risk in all team meeting agendas.

## ***Sustainability***

Embrace the following Sustaining Yarra principles through day to day work:

- Protecting the Future
- Protecting the Environment
- Economic Viability
- Continuous Improvement
- Social Equity
- Cultural Vitality
- Community Development
- Integrated Approach

## ***Yarra Values***

Behave according to the following values which underpin our efforts to build a service based culture based on positive relationships with colleagues and the community:

- Courage
- Accountability
- Respect

## **JUDGMENT AND DECISION MAKING**

The work may involve solving problems, using procedures and guidelines and the application of professional knowledge, or knowledge acquired through relevant experience.

Problems are occasionally of a complex or technical nature with solutions not related to previously encountered situations and some creativity and originality is required.

Guidance and advice would usually be available within the time required to make a choice.

## **SPECIALIST KNOWLEDGE AND SKILLS**

- An understanding of the role and function of the Library teams to whom support is provided, an understanding of the long term goals of the Library Services Branch, and an appreciation of the goals of the wider organisation.
- An understanding of the function of the position within its organisational context, including of all relevant policies, regulations and precedents.
- Understanding of underlying principles as distinct from practices.
- Ability to deliver high quality programs and services to a diverse audience and articulate learning outcomes for these diverse participants.
- Extensive knowledge of library collection and maintenance principles.
- Ability to generate reports, desktop publishing and other written material and an understanding of the principles of corporate objectives and performance measurement criteria.
- Troubleshooting skills and knowledge of emerging technologies and trends in community learning, interests and needs.

- Computer skills including demonstrated expert capabilities in the use of Microsoft Office business suite of tools (particularly Word, Excel and PowerPoint).
- Commitment to customer service and personal service excellence, including written and oral communication.
- Commitment to cybersafety and the smart, safe and responsible use of technology.
- Commitment to ongoing training and professional development, and the capability to share knowledge with others.

## **MANAGEMENT SKILLS**

- Skills in managing time, setting priorities and planning and organising own work, and in appropriate circumstances, that of other employees, so as to achieve specific and set objectives in the most efficient way possible, within the resources available and within a set timetable.
- Ability to retain the confidentiality of all Council business.
- Achieve individual and organizational goals in accordance with the expectations of Management and Council.
- Present clear and concise reports to Management.
- Ability to formulate and recommend improvements to the administrative management of the Branch, including procedures, systems and processes.
- Effective supervisory skills and ability to provide support to other staff when necessary with training or implementation of policies and procedures.

## **INTERPERSONAL SKILLS**

- Excellent customer service skills and the ability to change communication for diverse audience.
- Ability to write reports in their field of expertise and to prepare external correspondence.
- Demonstrate sound communication skills including the ability to discern (internal or external) customer needs and communicate appropriate resolutions to questions or problems.
- Ability to communicate effectively and gain the cooperation and assistance of staff and contractors at all levels of the branch and organization both in person and over the phone.
- Demonstrated ability work independently and as part of a team.
- Excellent verbal, presentation and written communication skills.
- Ability to discuss and resolve problems.
- Empathy with all sections of the community.
- Ability to relate to people from diverse cultural backgrounds.
- Fluency in a community language is desirable.

## **MULTISKILLING**

The incumbent of this position may be directed by the Manager Library Services, to carry out other duties as are within the limits of the employee's skill, competence and training, provided such duties do not promote a narrowing of the employee's skill base.

## **QUALIFICATIONS AND EXPERIENCE**

- A tertiary qualification in Library and Information Management or Information Technology, or substantial equivalent experience across fields including education and community development.

## **KEY SELECTION CRITERIA**

1. Demonstrated ability to plan and deliver training and learning programs and support and develop a range of community programs to increase library engagement.
2. Proven and current knowledge of technology including online resources, mobile device technology, social media applications and emerging technologies and their application to community outcomes.
3. Strong customer focus, with demonstrated customer service skills and an ability to provide IT support and coaching.
4. Demonstrated ability to assess priorities and manage competing deadlines both independently and as a member of a team.
5. Demonstrated ability to seek opportunities to foster and maintain partnerships with relevant organisations.
6. Well developed, written and verbal communication skills and the ability to liaise effectively with a wide range of individuals and stakeholders.