

## POSITION DESCRIPTION

POSITION TITLE:	<b>Youth Services Librarian</b>
DIVISION:	<b>City Services and Living</b>
DEPARTMENT:	<b>City Lifestyle</b>
SECTION:	<b>Libraries</b>
CLASSIFICATION:	<b>Band 5</b>

### POSITION OBJECTIVES:

The key objectives of the position are:

- To contribute to the provision of high-quality library services that meet the educational, recreational and information needs of the diverse Hume community by providing a high level of customer service and assisting in the maintenance of the library collections.
- Develop, facilitate and implement a diverse range of library and learning activities and programs for young people aged 12-25 across the Hume Municipality.
- To participate actively in collection development, focussing on young people.
- To effectively engage with young people increasing participation of library services.

### KEY RESPONSIBILITIES AND DUTIES:

#### Customer Service responsibilities:

- Undertake regular direct customer service duties including evening and weekend shifts.
- Supervise library operations and staff when rostered as Shift Supervisor.
- Respond to customer enquiries in a timely and effective manner referring complex matters to senior staff as appropriate.
- Manage opening and closing procedures as required.
- Provide assistance to customers using technology including online resources, print management system and using library computers.
- Collaborate with team members to provide high-quality library service to the Hume community.

#### Program and youth engagement responsibilities:

- Develop, facilitate and implement a diverse range of library and learning activities and programs for young people aged 12-25 across the Hume Municipality.
- Report on outcomes for programs, activities and events.
- Maximise young people's use of Hume Libraries by identifying opportunities and developing and implementing links with existing and new library programs.
- Engage with young people in the library to encourage positive behaviour.

- Outreach to school and other places servicing young people to promote library services for young people
- Collaborate with Hume City Council's Youth Services team to identify, develop and deliver opportunities and pathways for young people to engage with their local library and learning centre.

#### Collection Management Responsibilities:

- Support local and specialised collection maintenance, including reallocation and withdrawal of materials
- Contribute to maintaining relevant, appealing, and well-organized collections.
- Make recommendations for purchases of print or non-print materials specifically for youth.

ORGANISATIONAL RELATIONSHIPS:	
Reports to:	Team Leader (libraries)
Supervises:	Library Technicians, Library Officers Work Experience Students Industry Experience Students Community Service Students and Volunteers
Internal Contacts:	Hume Library staff City Lifestyle staff Council staff
External Contacts:	Members of the general public Community groups Suppliers Professional groups

## ORGANISATIONAL CONTEXT

### VISION

Hume City Council will be recognised as a leader in achieving social, environmental and economic outcomes with a common goal of connecting our proud community and celebrating the diversity of Hume.

### MISSION

To enhance the social, economic and environmental prosperity of our community through vision, leadership, excellence and inclusion.

### OUR VALUES

At Hume City Council, our Values underpin everything that we do.

<b>Position Description</b> - For current version refer to HQ. Printed copy for immediate use only. Page 2 of 9	<b>Approved By:</b> Manager People & Culture	<b>Approval Date:</b> August 2025
	<b>Author:</b> Manager People & Culture	<b>Review Date:</b> August 2026

	<p><b>We're better, every day</b></p> <p>We give things a go and value progress over perfection. We have permission to go for it and are expected to reflect and learn.</p>
	<p><b>We're in it together</b></p> <p>At Hume, everyone matters. We welcome and include all. Respect and safety are expected.</p>
	<p><b>We show up</b></p> <p>We empower and trust others and own our work. We rise to the challenges and are expected to do what we say we will.</p>
	<p><b>All for Hume</b></p> <p>We strive to achieve our best for the Hume Community. We are proud and passionate about working towards better outcomes and expect that they are at the centre of everything we do.</p>

## WORK HEALTH & SAFETY (WHS)

Employees are required to participate in the WHS process by:

- Following established safe working instructions, procedures and policies.
- Taking reasonable care for their own Work Health and Safety and that of others.
- Seeking assistance when unsure of practices, procedures and policies to perform a task.
- Reporting all incidents, injuries, near misses, damage to property and hazards as soon as practicable to their supervisor and the WHS Team.
- Actively participating and contributing to inspections, audits, team meetings and training.
- Ensure that relevant WHS legislation is complied with.

Managers, Coordinators, Team Leaders and Supervisors are required to participate in the WHS process by:

- Assist with the implementation of WHS policies, procedures, guidelines, work instructions and Control Plans.
- Consult with employees on WHS issues and support Health & Safety Representatives in their duties and/or requests.
- Discuss WHS issues as a part of team meetings.
- Conduct and document system reviews and inspections of employees and contractors with assistance from the WHS Team, manager(s), Health & Safety Representatives and/or employees.
- Ensure appropriate training and instruction is given to personnel allowing them to complete jobs safely and without risks to health and safety.
- Take appropriate action to alleviate any hazards, unsafe acts or omissions that are observed or brought to their attention and provide appropriate feedback and support.
- Conduct effective induction of all employees, followed by ongoing training to develop and maintain a high level of WHS awareness.
- Assist with the implementation of Return to Work Plans.
- Ensure that relevant WHS legislation is complied with.

<b>Position Description</b> - For current version refer to HQ. Printed copy for immediate use only. Page 3 of 9	<b>Approved By:</b> Manager People & Culture	<b>Approval Date:</b> August 2025
	<b>Author:</b> Manager People & Culture	<b>Review Date:</b> August 2026

## RISK MANAGEMENT

Contribute to a positive risk management culture by complying with the *Risk Management Policy*, assisting with the implementation of the Risk Management Strategy and reporting risk management concerns and improvements to their supervisors and/or managers.

Manage risks in area of responsibility by complying with the WHS Policy and Processes and implementing appropriate risk management strategies.

Demonstrate Council's commitment to implementing best practice risk management processes.

## STATEMENT OF COMMITMENT TO CHILD SAFE STANDARDS

Hume City Council is a child safe organisation with zero tolerance for child abuse. Council adheres to the Victorian Child Safe Standards and related legislation and Council acknowledges the cultural safety, participation and empowerment of all children, especially children from Aboriginal and Torres Strait Islander, or culturally and/or linguistically diverse backgrounds and those with a disability. As such, all staff must ensure that their behaviours and actions are consistent with these standards.

## SERVICE PLANNING & CONTINUOUS IMPROVEMENT

It is a requirement of the Service Performance Principles of the *Local Government Act 2020* for Councils to continuously improve service delivery and service performance. Managers and Coordinators are responsible for undertaking service planning and continuous improvement in their area/s of responsibility and ensuring implementation of service plan actions in accordance with Council's Service Planning Framework.

## ASSET MANAGEMENT

Staff are responsible for undertaking Asset Management functions in accordance with Council's Asset Management Policy to ensure Council assets continue to be appropriately managed and maintained.

## ENVIRONMENTAL SUSTAINABILITY

Hume City Council has a strong and enduring commitment to environmental sustainability and prides itself on its leadership on a range of environmental issues. Council's Waste & Sustainable team and Climate Action Integration team lead Council activities in this area, however all Council departments have a direct responsibility for implementing environmental sustainability actions across all Council operations and services to the community.

Council's *Live Green Work Green* employee behaviour change program encourages staff participation in reducing the environmental impact of Council operations. Staff are encouraged to join the environmental leadership team, the *Green Team*, which guides action in this area.

<b>Position Description</b> - For current version refer to HQ. Printed copy for immediate use only. Page 4 of 9	<b>Approved By:</b> Manager People & Culture	<b>Approval Date:</b> August 2025
	<b>Author:</b> Manager People & Culture	<b>Review Date:</b> August 2026

## HUMAN RIGHTS APPLICATION

As a public authority Council is legislated to act in ways that are compatible with human rights. The Charter of Human Rights and Responsibilities Act 2006 (Vic) provides a framework to guide decision making, to manage risks and to ensure the business of government is carried out in a balanced, transparent, and accountable way. As an employee of a public authority consideration of the human rights of all who Council aims to serve facilitates the improved provision of services, policies and strategies.

<b>POLICE CHECK:</b> The incumbent must have and maintain a current Police Check	
<b>WORKING WITH CHILDREN CHECK:</b> The incumbent must have and maintain a current Working with Children Check	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO
<b>PRE-EMPLOYMENT MEDICAL CHECK</b> <ul style="list-style-type: none"> <li>The incumbent must undergo a Pre-Employment Medical Check (including fitness for work and functional capacity assessments, muscular-skeletal screening and drug &amp; alcohol test. May also include cognitive assessment.)</li> <li>The incumbent must undergo a Pre-Employment Audio Test</li> </ul>	<input checked="" type="checkbox"/> YES <input type="checkbox"/> NO  <input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
<b>PSYCHOMETRIC ASSESSMENT</b> The incumbent must undergo a series of psychometric assessments (Psychometric testing can take various forms, such as numerical, mechanical, logical, verbal, or skills tests) to ensure suitability for the position	<input type="checkbox"/> YES <input checked="" type="checkbox"/> NO
<b>OTHER DUTIES</b> Responsibilities and duties included in this position description are subject to the <i>Multi-skilling</i> provisions of the <i>Hume City Council Enterprise Agreement</i> as varied from time to time.	

## ACCOUNTABILITY AND EXTENT OF AUTHORITY:

The incumbent is responsible and accountable for:

- Displaying and promoting Our Hume Values & Guiding Behaviours
- Maintaining knowledge of and working within Organisation Policies and Procedures including WHS, EEO and Code of Conduct.
- Supervising and providing guidance to library staff as required
- The timely and accurate completion of tasks, records and documentation associated with the key responsibilities and duties of the position.
- Opening and closing the library according to agreed procedures
- The efficient and effective operation and maintenance of the circulation and customer service desks on a rostered shift.
- Responding to library customers in a timely manner and providing a responsive and pro-active, user friendly customer focused service.
- Operating within established Council policies and procedures.
- Collection of relevant Council fees and charges.
- Responsible for own health and safety and the health and safety of others.

<b>Position Description</b> - For current version refer to HQ. Printed copy for immediate use only. Page 5 of 9	<b>Approved By:</b> Manager People & Culture	<b>Approval Date:</b> August 2025
	<b>Author:</b> Manager People & Culture	<b>Review Date:</b> August 2026

## JUDGEMENT AND DECISION MAKING:

The incumbent is accountable for:

- The objectives of this position are well-defined, however the incumbent is required to use their technical and professional knowledge or experience to make decisions regarding branch operations, customer service, programs, collections, technology and associated procedures.
- Staff supervision and performance, including the ability to exercise sound judgement regarding when to consult the supervisor for additional support and guidance.
- Making decisions and exercising sound judgement to resolve difficult situations and/or behaviour to achieve the objectives of this position.
- Exercising judgement to achieve the required standard of library service, including the ability to determine when to engage appropriate escalation points where additional support of actions are required.
- Guidance and advice is usually available within the time required to make a decision.

## SPECIALIST KNOWLEDGE AND SKILLS:

The following knowledge and skills are required to be utilised:

- Demonstrated ability to deliver high quality information services, including proficient use of both electronic and print based information resources to meet the diverse needs of library users.
- Experience and knowledge in youth collection development and maintenance.
- Strong customer service skills with the ability to resolve library requests in a timely and respectful manner.
- Experience and knowledge relating to the delivery of youth library programs and events, including the ability to engage effectively with youth.
- Commitment to ongoing professional development with an awareness of emerging trends, technologies and best practices in the library and information sector with a dedication to continuous improvement in service delivery of public libraries.

## MANAGEMENT SKILLS:

The following management skills are required to be utilised:

- Demonstrated organisational skills and the ability to supervise staff and manage a rostered shift.
- Understanding of personnel practices including those related to Equal Employment Opportunity (EEO) and Occupational Health and Safety (OH&S) and the ability to provide employees with supervision, guidance and on the job training.
- The ability to plan and organise work to achieve specific and set objectives in the most efficient way possible with available resources and set timelines.
- Demonstrated ability to manage library customer's requests from initial contact to successful resolution in a timely, effective and efficient manner.

<b>Position Description</b> - For current version refer to HQ. Printed copy for immediate use only. Page 6 of 9	<b>Approved By:</b> Manager People & Culture	<b>Approval Date:</b> August 2025
	<b>Author:</b> Manager People & Culture	<b>Review Date:</b> August 2026

## INTERPERSONAL SKILLS:

The following interpersonal skills are required to be demonstrated:

- Ability to identify customer needs and expectations, decide the appropriate action and respond accordingly.
- Sound written and verbal communication skills including the ability to gain cooperation from and communicate with a broad range of people from diverse backgrounds and cultures.
- Ability to effectively deal with difficult situations and present a positive Council image.
- Ability to develop positive working relationships with staff and work together in a team environment.
- Demonstrated ability to convey computer and library literacy to customers unfamiliar with library and computer technologies.
- Ability to write reports and prepare correspondence.
- A high degree of self-motivation, and the ability to work without supervision.

## QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Graduate Diploma in Information Management or equivalent, facilitating eligibility for professional membership of the Australian Library and Information Association.
- Strong customer service skills with an ability to deal with challenging customers, whilst maintaining a positive Council image
- Demonstrated experience to plan, develop and deliver youth programs in a library setting including school holiday programs, events and activities.
- Demonstrated experience in developing, maintaining, and evaluating youth focused collections to align with evolving community interests and needs.
- Demonstrated experience engaging with young people in a library environment to effectively encourage positive behaviour.
- Demonstrated ability to convey computer and library literacy to the community
- Demonstrated experience, knowledge and practical skills in using both electronic and print-based information resources.
- Demonstrated ability to plan, develop and deliver programs.
- Current Driver's Licence.
- Current Employee Working with Children check.

<b>Position Description</b> - For current version refer to HQ. Printed copy for immediate use only. Page 7 of 9	<b>Approved By:</b> Manager People & Culture	<b>Approval Date:</b> August 2025
	<b>Author:</b> Manager People & Culture	<b>Review Date:</b> August 2026

## TASK ANALYSIS

In undertaking the inherent requirements 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	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
– below 10kgs	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Manual handling frequency	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive manual work	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive bending/twisting	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Repetitive kneeling/squatting	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working with arms above head	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Lifting above shoulder height	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Using hand tools – vibration/powered	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operating precision machinery	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Close inspection work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing hearing protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing eye protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing safety shoes/boots (steel cap) / gum boots	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Wearing other relevant PPE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in dusty conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in wet/slippery conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working with chemicals/solvents/detergents	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Washing hands with soap (hygiene)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working at heights	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in confined spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Working in chillers (+4 degrees C)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Performing clerical duties	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working on a keyboard	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driving cars and/or trucks	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Other (please specify)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other special features (e.g. nature of chemicals, travelling requirements etc):				
Frequently working with members of the community that may present challenging behaviours.				

## VARIATION TO CONDITIONS OF EMPLOYMENT:

These conditions of employment, your duties and your location may be varied by Council during the term of your employment.

The key responsibilities and duties in this position description are to be undertaken in accordance with the General Employee Handbook.

<b>Position Description</b> - For current version refer to HQ. Printed copy for immediate use only. Page 8 of 9	<b>Approved By:</b> Manager People & Culture	<b>Approval Date:</b> August 2025
	<b>Author:</b> Manager People & Culture	<b>Review Date:</b> August 2026



## AGREEMENT:

I hereby accept and agree that by placing my electronic signature in the text box, this shall be considered as an original signature for accepting the duties in this position description. I understand that key responsibilities and duties in this position description will be undertaken in accordance with the Employee Handbook and I agree to abide by the terms and conditions stipulated therein.

Name (Please print):

Signature:

Date:

## SELECTION CRITERIA:

Selection will be based on the following selection criteria; however, reference will also be made to other listed skills, knowledge and attributes as required in the position description:

1. Graduate Diploma in Information Management or equivalent, facilitating eligibility for professional membership of the Australian Library and Information Association.
2. Strong customer service skills with an ability to deal with challenging customers, whilst maintaining a positive Council image
3. Strong organisation and time management skills to prioritise tasks, meet deadlines and deliver programs for young people.
4. Ability to engage with young people in the library to encourage positive behaviour.
5. Experience in developing, maintaining, and evaluating library collections to meet community needs.
6. Sound written and verbal communication skills including the ability to gain cooperation from and communicate with a broad range of people from diverse backgrounds and cultures.
7. Demonstrated ability to support and educate the community in computer use and library literacy.