

# POSITION DESCRIPTION

POSITION TITLE:	<b>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:

- To contribute to the provision of high quality library services that meet the educational, recreational and information needs of the diverse Hume community by delivering accessible, relevant and innovative resources and a high standard of customer service to the Hume community.
- To provide excellent customer and information services to the Hume community.
- To support the operation of the library as a safe and inclusive space for the community.
- To plan, develop and deliver library programs and activities for the Hume community.

## KEY RESPONSIBILITIES AND DUTIES:

### Customer Service responsibilities:

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

### Program responsibilities:

- Collaborate with the Programs team to plan and deliver diverse library programs across Hume.
- Ensure all programs and events align with policies, procedures and guidelines, and are successfully executed.
- Report on outcomes of programs, activities, and events.
- Engage with community groups to support program delivery.
- Facilitate learning opportunities for the Hume community.
- Support outreach efforts to promote library use and meet community needs.

### Collection Management responsibilities:

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

<b>ORGANISATIONAL RELATIONSHIPS:</b>	
Reports to:	Team Leader – (Libraries)
Supervises:	Library Technicians, Library Officers, Work Experience Students, Industry Experience Students, Community Service Students
Internal Contacts:	Hume Libraries' staff, City Lifestyle staff, Council staff
External Contacts:	Library customers, community groups, professional library and industry 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.

	<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>

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**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.

**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.

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**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.

**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.

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<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 in accordance with agreed procedures.
- 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.
- Assisting with and contributing to the development of policies and procedures.
- Responsible for own health and safety and the health and safety of others.

**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 and experience to make decisions regarding branch operations, customer service, programs, collections, technology and associated procedures.
- Exercising judgement to achieve the required standard of library service, including staff supervision, and the ability to determine when to engage appropriate escalation points where additional support or actions are required.

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- Making decisions and exercise sound judgement to resolve difficult situations and/or behaviour to achieve the objectives of this position.
- Guidance is generally 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.
- Demonstrated knowledge of books and literature, including experience in library 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 library programs and events.
- Demonstrated ability to convey computer and library literacy to the community.
- 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.
- Strong organisation and time management skills to prioritise workflows and plan and deliver programs to meet deadlines.
- The ability to plan and organise work so as to achieve specific and set objectives in the most efficient way within resources available and within a set timetable.
- Demonstrated ability to manage library customer's requests from initial contact to successful resolution in a timely, effective and efficient manner.

### **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 deal with difficult situations and present a positive Council image.
- Ability to develop working relationships with staff and work together in a team environment.
- Demonstrated ability to convey computer and library literacy to customers unfamiliar with library & computer technologies.
- Ability to write reports and prepare correspondence within field of expertise.
- A high degree of self-motivation, and the ability to work without supervision.

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## QUALIFICATIONS AND EXPERIENCE:

The following qualifications and experience are required for the position:

- Graduate Diploma in Information Management or equivalent; or lesser formal qualifications with work skills and relevant experience working in Public Libraries or a similar environment.
- Current Driver's Licence.
- Current Employee Working with Children check.

## 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 type="checkbox"/>	<input checked="" 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 type="checkbox"/>	<input checked="" 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.				

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**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.

**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 with skills and experience working in libraries or similar environment.
2. Strong customer service skills with an ability to deal with challenging customers, whilst maintaining a positive Council image
3. Experience in developing, maintaining, and evaluating library collections to meet community needs.
4. Strong organisation and time management skills to prioritise tasks, with experience in planning /delivering programs to meet community needs and interests.
5. Sound knowledge and practical skills in using both electronic and print-based information resources.
6. Demonstrated ability to support and educate the community in computer use and library literacy.

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