



## POSITION DESCRIPTION

POSITION TITLE:		Digital and Community Learning Officer			
POSITION NO:		703653	CLASSIFICATION:		Band 4
DIVISION:		Community Wellbeing			
BRANCH:		Library Services			
UNIT:		Community Learning and Partnerships			
REPORTS TO:		Team Leader Digital and Community Learning			
POLICE CHECK REQUIRED:	Yes	WORKING WITH CHILDREN CHECK REQUIRED:	Yes	PRE-EMPLOYMENT MEDICAL REQUIRED:	Yes

*Yarra City Council is an equal opportunity employer. We draw pride and strength from our diversity. We support flexible and accessible working arrangements and we are an inclusive employer.*

### POSITION OBJECTIVES

The library operates in a team environment in which the library management, library resource and technology and library community learning & 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.
- Deliver training and learning programs to library staff and customers.
- Support the implementation of Technology, eResources and eServices 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 services.
- Liaise with individuals, community groups, educational institutions, key stakeholders and the wider community.
- Contribute to Yarra Libraries forward planning in particular in relation to emerging technologies, hardware and online resources.

- Provide proactive customer service in line with Yarra Libraries' strategy, standards and behaviours.

## 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 well-being.

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 Vision is: Building Community Discovery

Yarra Libraries Mission as indicated in the Yarra Libraries Strategic Plan 2013–16 is: *To provide relevant, authoritative and inspiring services and programs that develop and support individual and community lifelong learning, wellbeing and social inclusion.*

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

The library service employs 40.67 EFT staff within the three core functional areas including Administrative Support, Resource and Technology; and Community Learning and Partnerships.

## ORGANISATIONAL RELATIONSHIP

Position reports to: Team Leader Digital & Community Learning

Position supervises: Not applicable

Internal Relationships: Library Staff  
Community Wellbeing Division  
Other internal Council staff

External Relationships: Residents  
Public libraries  
Community Groups  
Members of the public  
External service providers

## KEY RESPONSIBILITY AREAS AND DUTIES

### 1. Learning Support

- Assist the Digital and Community Learning Team in the development of learning programs and events.
- Deliver general and specific learning programs for staff, community organisations and customers including but not limited to internet, using mobile devices, social media, digital resources and other emerging technology.
- Assist in the evaluation of eLearning tools and resources.
- Support the development and maintenance of training materials and documentation that support program delivery.
- Support the promotion, marketing of eResources and eServices.
- Maintain and continuously develop own personal awareness of current and emerging trends eLearning, Web 2.0 and other technologies.
- Proactively promote programs widely in the community.

### 2. 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.
- Work collaboratively with teams across the service to support the implementation of Yarra Libraries strategies and plans.

### 3. Collections

- Support customers in a self-serve environment based on high level knowledge of library products and services.
- Deliver regular collection maintenance activities in accordance with Yarra Libraries guidelines and plans.

### 4. Customer Service

Provide pro-active customer service and support across Yarra Libraries by:

- performing a range of rostered library operations that support customers in a self-service environment based on a high level of knowledge of library products and services including circulation and collection maintenance duties
- Provision of courteous and accurate information and reference services to library users and to promote library services and programs to users.
- Dealing with enquiries in a proactive, effective and timely manner
- Providing customers with information relating to the collections and services offered by Yarra Libraries
- Effectively communicate and follow up with other employees in meeting the specific needs and expectations of customers as required.
- Effectively implementing Yarra Libraries policies and procedures.
- Participate in the development and delivery of 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
- 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.

**5. Training and Support**

Conduct training and provide guidance within areas of expertise as required. Participate in various staff training both internal and external.

**6. Continuous Improvement**

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

- Libraries and Learning staff Forums
- training programs
- team meetings
- meetings with specific Team Leader
- professional networks, seminars/ workshops as required

## ACCOUNTABILITY AND EXTENT OF AUTHORITY

- Positions within this band are essentially 'doing' jobs and are often the providers of information and support to patrons and/or to more senior employees.
- The work is performed within specific guidelines and under general supervision.
- The freedom to act is limited by standards, procedures, the content of the position description and the nature of the work assigned to the position from time to time. Nevertheless employees in this band should have sufficient freedom to plan their work at least several days in advance.
- Outcomes of work are readily observable.
- The effect of decisions and actions taken in this band is usually limited to a localised work group or function.
- When undertaking customer service duties as the senior staff member, the incumbent will be responsible for enforcing library policies, supervising staff and performing all day to day routine tasks.

### Safety and Risk

- Minimise risk to self and others and support safe work practices through adherence to legislative requirements and Council policies and procedures.
- Report any matters which may impact on the safety of Council employees, community members, or Council assets and equipment.

### 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:
  - Respect
  - Teamwork
  - Innovation
  - Sustainability
  - Accountability
  - Integrity

## JUDGEMENT AND DECISION MAKING

The nature of the work is clearly defined with procedures well understood and clearly documented. The particular tasks to be performed may involve selection from a limited range of existing techniques, systems, equipment, methods or processes in a defined range of recurring work situations. Guidance and advice is always available.

## 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.
- Ability to deliver high quality programs and services to
- An understanding of the function of the position within its organisational context, including relevant policies, regulations and precedents.
- Ability to use, and knowledge of PCs, the internet, emerging technologies and social media including basic rouble shooting skills.
- Computer skills including demonstrated capabilities in the use of Microsoft Office business suite of tools (particularly Word, Excel and PowerPoint).
- Commitment to customer service ethic and personal service excellence, including written and oral communication and general customer service.
- Ability to run programs for the community.
- Commitment to ongoing training and development.

## MANAGEMENT SKILLS

This position requires basic skills in managing time and planning and organising one's own work so as to achieve specific and set objectives in the most efficient way within resources available and within a set timetable.

## INTERPERSONAL SKILLS

- Ability work effectively as part of a team.
- Ability to consistently provide efficient and friendly service to library users.
- Ability to communicate clearly both orally and in writing.
- Ability to prepare routine correspondence and reports as required.
- Ability to gain the cooperation and assistance of other staff.
- Empathy with all sections of the community.

- Ability to relate to people from diverse cultural backgrounds.
- Fluency in a community language is desirable.

## QUALIFICATIONS AND EXPERIENCE

A tertiary qualification in Library Information Management or Information Technology, with demonstrated experience in supporting community based services and/or training programs.

## KEY SELECTION CRITERIA

1. Library Technician qualification or demonstrated experience working in public library environment.
2. Demonstrated customer focus attributes, including the ability to respond promptly and courteously to a diverse range of service needs and a good knowledge of library services, products and collections
3. Demonstrated ability to deliver training and learning programs.
4. Proven and current knowledge of technology including online resources, mobile device technology, social media applications and emerging technologies.
5. Ability to provide IT support in a customer service environment.
6. Demonstrated ability to work both independently and within a team environment.