

Children and Families Librarian

Classification:	Band 5	
Date reviewed:	September 2025	
Department:	Community Learning & Participation	Directorate: Community Wellbeing
Approved by:	Manager Community Learning & Participation	

Commitment of Brimbank City Council



All employees at Brimbank City Council are expected to provide the highest standards of work to ensure that Council can achieve its Vision and meet organisational objectives. We want our leaders to be collaborative, humble, smart and hungry. Our Vision

A progressive, values-led and high performing organization where we connect and collaborate to make and impact.

Our Values

At Brimbank, all our roles in different ways, impact and support the diverse needs of the community we serve. Our values and behaviours demonstrate what is important to us, the Brimbank team. They help build a shared understanding and guide our interactions with each other and the community.

Strategic Priorities

- Lead with our Culture
- Invest in our People
- Improve our systems and adapt how we work
- Agree our Priorities
- Engage our Community
- Enhance our Services and Performance Reporting

Position Purpose

As a member of the Brimbank Libraries team, the role is responsible for delivering excellent customer service to all library users, participating in all library activities and programs including rostered desk shifts from any Brimbank Libraries branches as required.

A key responsibility of the role is to develop, deliver and maintain high quality programs, services and partnerships for children (0-12 years of age) and families to maximise opportunities for lifelong learning and encourage positive use of library services and facilities.

As a member of the Library Unit hours worked will be allocated across the service and will include evening and weekend shifts and be required to act as the Officer in Charge, ensuring the smooth running of the public library area and respond and resolve any issues that may arise.

Key Responsibilities

- As a member of the Brimbank Libraries team provide high level customer service across all service points as required with a focus on the needs of children and families
- Under the guidance the Library Programs Lead develop and deliver programs for children, families and community education and service providers to support the implementation of Brimbank Libraries' strategies, plans and priorities.
- Promote library resources and services, support learning, and encourage individuals to form a positive connection to the library and others in the community.
- Develop and deliver literacy programs and services that support and provide access to relevant and appropriate library services for children and families
- Participate in networks across council, local business and the community to identify opportunities for collaboration and assist the Learning and Partnerships Coordinator and the Library Programs Lead in developing partnerships that will further support children and families.
- Contribute to regular library collection activities in accordance with Brimbank Libraries guidelines and plans and participate in selection, maintenance shelving, tidying and display activities as requested
- Provide support and mentoring to library staff to improve positive engagement with children and their families.
- Responsible for the day-to-day operations of the library if required to act as the Officer in Charge.
- Provide information services for customers including readers advising and information retrieval.
- Respond to and resolve customer queries and concerns making discretionary decisions as required.
- Support customer use of technology and library systems including IT troubleshooting and general use of technology.
- Undertake a broad range of library duties as required.

Physical requirements of the role

Substantial manual handling is an inherent physical requirement of working in this role. The position requires:

- significant periods of standing and walking
- sustained hours of movement including lifting, bending, squatting, pushing, carrying, stretching while shelving, display and tidying of library collections and spaces.
- use of computers and office equipment, including scanning library materials

Organisational Relationship/Context

Reports to Library Programs Lead

Supervises As Officer in charge

Budget managed N/A

Major contacts Internal:

- Library and Council Staff
- Community members

External:

- Schools and other educational providers
- Community groups

Accountability

The position works under the indirect supervision of the Library Team Leader and is accountable for:

- Quality customer service
- Building and maintaining positive relationships in the workplace
- Completion of tasks within set guidelines / policies/ procedures with the ability to exercise some discretion
- Ability to complete work in a timely, efficient and accurate manner
- Performing all tasks to a high level including the promotion of library programs, collections and services
- Self-identifying learning needs
- Leading by example
- Staff share responsibility for service continuity as directed
- Work within the Employee Code of Conduct at all times

Judgement and Decision Making

The Childrens Librarian will make routine day-to-day decisions within the scope of the position responsibilities and will generally work without close supervision.

Decisions will be made within defined policies, procedures and guidelines with the ability to refer to a senior staff member as required.

In addition, the position will at times be the senior staff member at the service point. At those times the role will be required to supervise library staff providing direction as required.

Specialist Skills and Knowledge

- Ability to engage with families and children in positive manner
- Ability to develop programs and services that support learning and engagement with reading.
- Ability to deliver effective and engaging programs to children
- Skills and experience in IT technology including Microsoft Office, mobile devices, general IT applications and an ability to troubleshoot computers
- Demonstrated understanding of the role of Brimbank Libraries in the community and our focus on learning
- Customer service skills

Management Skills

- Proven ability to manage own time, set priorities and organise tasks to achieve position and performance objectives
- Demonstrated ability to supervise the day to day operations of the library in the absence of senior staff

Interpersonal Skills

- Ability to communicate sensitively and effectively with a range of community members from diverse backgrounds, cultures and abilities – with a focus on children and families
- Ability and confidence to seek opportunities to engage with customers
- Ability to respond positively to change and pressure in a busy and demanding environment

- Ability to deal effectively with difficult situations within policies and procedures and act as a mentor in supporting staff to develop skills in engaging with children and their families.
- Ability to cooperate with others and communicate effectively to meet team goals and resolve problems
- Effective communication skills both oral and written

Qualifications and Experience

Mandatory: Eligibility for professional membership of the Australian Library and Information Association (ALIA), education or a related field with demonstrate experience
Considerable experience in the use of a range of IT applications
Customer service experience
Working with Children Check

Desirable: Experience in working in a multicultural environment
Ability to speak a community language

Key Selection Criteria

- Ability to work in accordance with our values and behaviours
- Eligibility for professional membership of the Australian Library and Information Association (ALIA) or other qualification relevant with demonstrate experience in working with children and families in a library or similar community setting.
- Proven experience in the delivery of customer service excellence in a high volume setting.
- Experience in the provision of programs and services for children and families including development, delivery and evaluation with an emphasis on presentation skills, public performance and engagement.
- Experience in the provision of childrens' literacy related programs and services and ability to promote a reading culture for all life stages in a public library setting.
- Ability to develop effective relationships with internal and external stakeholders
- Ability to develop effective relationships with people of all backgrounds and ages and efficiently manage high volume level of public interactions and supervise staff.
- Demonstrated knowledge and ability to use library online resources, computer equipment, mobile devices, and emerging technologies, with the ability to problem solve information technology issues.
- Demonstrates resilience, adaptability, and a proactive mindset to drive positive outcomes in dynamic change environments.
- Ability to deal with difficult situations, resolve problems and diffuse potential conflict.

Working at Brimbank

Child Safe

Brimbank City Council is a Child Safe organisation. Brimbank will implement all necessary measures to ensure a safe and supporting Council environment, which endeavours to promote child safe, child friendly practices. All allegations of abuse and safety concerns received by Council will be treated very seriously and acted upon in accordance with relevant policies and procedures (*Brimbank Child Safe Policy and Child Safety Responding and Reporting Procedure*).

Equal Opportunity

Support the provision of a work environment that is free from harassment, discrimination and bullying and refrain from engaging in any activities that may be offensive, humiliating, uncomfortable for; or derogatory towards; other staff or the community.

Adhere to Council's Equal Opportunity policy and procedures and the Victorian Equal Opportunity Act 2010 and federal legislation regarding Equal Opportunity.

In Victoria it is against the law to discriminate on a number of grounds including (but not limited to) age, disability/impairment, race, sex, status as a carer, marital status, pregnancy and gender identity.

Gender Equality

Advancing gender equality is a shared responsibility that requires everyone's involvement. This means all employees' behaviours and actions must allow all people to participate, feel safe and feel included regardless of their gender or other attributes of their identity.

All employees have a responsibility to support and promote gender equality and Brimbank's vision for workplace gender equality, as outlined in the Gender Equality Action Plan (*Refer to Gender Equality Act 2020*).

Occupational Health and Safety

Council is committed to providing and maintaining a safe and healthy workplace for its employees, contractors, volunteers and members of the public.

- Executive – Establish, maintain, evaluate and continuously improve Council's OHS management system
- Managers, Coordinators, Team Leaders – Implement, monitor, audit, supervise and enforce conformance with Council's OHS policies, procedures and safety standards. Prepare and implement associated Departmental OHS programs. Identify and resolve Departmental OHS issues.
- Employees – Everyone is an employee - Conform to Council's OHS policies, procedures, and code of conduct and safety standards. Whilst at work, all employees must:
 - Take reasonable care for their own health and safety
 - Take reasonable care for the health and safety of persons who may be affected by the employee's acts or omissions in the workplace
 - Co-operate with respect of any action taken by Council to establish and maintain occupational health and safety systems and procedures
 - Must not intentionally or recklessly interfere with or misuse anything provided at the workplace in the interests of health and safety
 - Use protective equipment or clothing provided by Council at all required times
 - Employees should immediately notify their manager in the event of an injury, near miss, damaged equipment or other workplace hazard
 - Refer: Occupational Health and Safety Act 2004

Risk Management

- Contribute to making Brimbank as risk free as possible for all employees, residents and visitors
- Take all reasonable action to protect Council assets from damage and or loss

- Comply with Council's Risk Management Policy and Risk Management Guide.

Managing Information

All employees have a responsibility to ensure all business records are accurately captured and managed within Council's recordkeeping systems. This includes:

- making records to support what you do that provides evidence of business transactions
- ensure records are descriptive to enable easy identification and retrieval
- ensure security of information, protect confidential, personal and sensitive information and only release information when authorised to do so
- familiarise yourself with information management policies and procedures and where possible take reasonable steps to improve recordkeeping practices in the workplace.

Legislative Governance

Each employee has a duty and a responsibility to:

- Contribute to the development of Council's legislative governance culture
- Adhere to Council's Legislative Governance Policy
- Do all things reasonably necessary to achieve compliance with those obligations relevant to you, which are derived from law, Council policy, strategy, procedure and contracts, as soon as practicable and by the legislative due date.

Returns

Staff may be required to submit a Return of Interests pursuant to section 81 of the Local Government Act, if appointed by the CEO as a Nominated Person or where required to by law.