

POSITION DESCRIPTION

Title	Librarian
Directorate	Community Services
Department	Library & Heritage Services
Department's Purpose	Providing a progressive public library and local history service which evolves and adapts in response to community demand.
Agreement	City of Armadale Industrial Agreement
Classification level	5 - 6
Reporting to	Branch Librarian

OUR VALUES ARE HOW WE WORK

All employees are expected to apply these values in all their activities associated with the business of the City:

	<p>WE CARE</p> <p>We are here because we care about our community, our environment, our organisation, our colleagues and our wellbeing.</p>	<ul style="list-style-type: none"> ▪ Actively listen ▪ Look after ourselves and others ▪ Give and receive constructive feedback ▪ Build and strengthen resilience ▪ Are mindful of our impacts ▪ Make responsible and sustainable decisions ▪ Act with integrity
	<p>WE ARE BETTER TOGETHER</p> <p>We are better when we work together. We are a mix of thinkers, doers and believers fueled by wanting more for each other and our community. We work in Partnership.</p>	<ul style="list-style-type: none"> ▪ Are inclusive and welcoming ▪ Seek to understand ▪ Help where we can ▪ Partner to create opportunities ▪ Collaborate towards our common goal ▪ Achieve together, celebrate together
	<p>WE LEARN AND GROW</p> <p>This is the organisation you come to when you're ready for your next Challenge.</p>	<ul style="list-style-type: none"> ▪ Remain curious, courageous and creative ▪ Seek and share bold ideas ▪ Be the best we can be ▪ Embrace change ▪ Learn from mistakes
	<p>WE SEIZE TODAY, SHAPE TOMORROW</p> <p>It is a privilege to be of service to the people of the City of Armadale. There is so much that should and could be worked on. One day at a time gets us further, together as we:</p>	<ul style="list-style-type: none"> ▪ See each day as a new opportunity ▪ Make a positive difference ▪ Take pride in our work, and the future we create ▪ Set realistic and challenging goals

YOUR OBJECTIVES

- Deliver high-quality library and information services to City of Armadale Libraries' users, ensuring their information needs are met effectively and professionally.
- Contribute to the continuous enhancement and upkeep of library services, benefiting users by providing them with an enriching and accessible library experience.
- Coordinate engagement with key stakeholders to plan and deliver innovative programs and initiatives for children and young people to develop their literacy, creativity, and lifelong learning skills.
- Support the Branch Librarian in the efficient operation of the library, ensuring seamless services and a positive user experience.

WHAT YOU WILL ACHIEVE

DEVELOP AND IMPLEMENT EDUCATIONAL PROGRAMS AIMED AT ENHANCING LITERACY AMONG CHILDREN AND YOUNG PEOPLE IN THE COMMUNITY

Implement strategies to plan and seamlessly execute a diverse range of engaging activities, to enhance the library program experience for young participants.

Increased engagement and participation of children and young people in library programs and activities.

Enhanced literacy skills development and lifelong learning outcomes within Community.

- Devise systematic strategies to effectively plan and execute a diverse range of engaging activities tailored to the needs and interests of young participants.
- Employ project management techniques to ensure seamless coordination and implementations of educational programs.
- Organise author visits, holiday-themed programs, and interactive workshops to stimulate creativity, critical thinking, and literacy skills development.
- Provide substantial support for Better Beginnings initiatives, collaborating with community partners to promote early literacy and parental engagement.
- Coordinate and facilitate impactful sessions such as story time, rhyme time, and interactive school visits to create a positive and enriching experience for young participants.
- Promote and ensure a safe inclusive environment for all patrons including safeguarding standards for children.
- Promote young people's services and delivery of programs.
- Engage with stakeholders to gather feedback and insights for continuous improvement of young people's services and program delivery.

SAFE AND ENVIRONMENTALLY SUSTAINABLE DELIVERY

Promote a strong culture of responsibility for safety and sustainability, and ensure controls are in place to address health, safety and environmental risks.

Safe and inclusive environment for children and young people to engage in educational activities.

- Ensure rostering for educational programs are supported by trained staff members who prioritise the safety and well-being of participants.
 - Conduct risk assessments with the Library Management Team for all educational activities to identify and mitigate potential hazards or risks to children and young people.
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- Ensure privacy and confidentiality of children and young people participating in Library programs personal information is handled in accordance with relevant laws and policies.

PROVIDE ASSISTANCE TO ENSURE THE CONSISTENT DELIVERY OF EXCEPTIONAL CUSTOMER EXPERIENCES FOSTERING ONGOING COMMUNITY ENGAGEMENT WITH SKAKEHOLDERS

Keep abreast of our community and customer needs and work to create or improve service delivery opportunities which ensure high engagement in community outcomes.

Maintain positive relationships with internal and external stakeholders. Including clear communications to enhance City's reputation.

Assist with redesign of processes to meet the current needs of the organisation, towards the goal of an improved customer experience, organisational efficiency, strong priority setting and a values-driven mindset.

- Guide others in promoting a customer experience aligned with our Customer Service Charter, consistently exceeding expectations.
- Assist customers to addressing their needs and expectations, fostering positive referrals, and retaining existing customers.
- Demonstrate confidentiality and awareness of diversity in relation to sensitive issues.
- Collaborate with colleagues to resolve routine operational issues or customer complaints, implementing systemic changes based on lessons learned.
- Proactively identify and manage corrective actions to optimise customer outcomes.
- Promote and nurture positive relationships with stakeholders by consistently delivering services with excellence.
- Address requests promptly and efficiently, utilising the appropriate council systems and processes.
- Attend local, regional, and state meetings, contributing to statewide working groups as necessary.
- Facilitate community liaison activities and organise community outreach events, training programs, writers' programs, to enhance the value of the public library.
- Support the Branch Librarian in supervising Library and Circulation Clerks, providing guidance and direction as needed.

WHAT WE ALL ARE RESPONSIBLE FOR

RESPONSIVE TO OUR COMMUNITY'S NEEDS

Influences and engages with relevant stakeholders and supporters which ensures the building and maintaining of positive relationships within the community and supports our strategic objectives.

Leads a resourceful and creative approach to meeting customer needs through analysis, forming insights to develop recommendations, planning and delivery of innovative service offerings or approaches.

Provides ongoing commitment to our Emergency Management and Business Continuity principles and works to support the health, wellbeing and ongoing support of our community.



WORKPLACE HEALTH, SAFETY & WELLBEING

Ensure Workplace Health & Safety requirements are observed and adhered to by;

- Maintaining safe work practices in accordance with the Work Health and Safety legislation (WHS Act 2020) and the City's policies and procedures;
- Take reasonable care for your own health and safety in the workplace and work in a safe manner so that yourself, others, our environment, our equipment and our community remain free from harm;
- Ensure measures are in place to eliminate or reduce risk. This includes providing and maintaining workplaces, assets and systems of work so that others are not exposed to hazards;
- Identify any incidents, hazards or unsafe conditions or work practices which you encounter and either take immediate action if safe to do so or report it to your line manager;
- Take ownership for being personally fit for work and raise concerns appropriately about team members' fitness for work to line managers;
- Where required, consult with workplace Health and Safety Representatives on health, safety and wellbeing matters to manage workplace risks; and
- Wear and maintain all Personal Protective Equipment required to perform the work safely.

Remain committed to demonstrating equal employment opportunity, inclusion and diversity in the workplace where the rights of individuals are upheld and everyone is treated with respect, fairness, equality and dignity and, where the workplace is free from all forms of unlawful discrimination, harassment and bullying.

SUSTAINABLE SERVICE DELIVERY

Assists with building and maintaining positive relationships with our stakeholders through provision of a consistent delivery approach to customers whilst being able to respond to unique needs.

Provides flexible, creative and purposeful solutions for customer needs.

Achieve efficient and effective use of City resources within the level of accountability for this position.

Contribute to the financial suitability of the City through the prudent and efficient use of resources and adherence to systems, procedures and policies.

Take responsibility for your own personal development through engaging with continual learning and development opportunities and keeps themselves accountable for the outcomes and impacts delivered.

Understand, contribute and build on the City's positive constructive culture ensuring that model the type of behaviour that will positively influence team culture and business performance. Understand, demonstrate and incorporate the City's values in all day to day activities.

GOVERNANCE, RISK AND RECORDS MANAGEMENT

Ensure your own understanding and compliance with the City's Code of Conduct, policies and procedures and works within defined parameters, delegations and authority levels.

Ensure that all sensitive and/or confidential information received, noticed, uncovered or created as an employee of the City of Armadale remains strictly confidential.

Ensure that you do not willingly access or seek out sensitive or confidential information, or use information acquired throughout this appointment at the City of Armadale for any purpose other than to undertake the appointed duties. Exercise discretion and maintain confidentiality in all activities.

Undertake any other duties appropriate to the level and scope of this position, as directed.

WHAT YOU SHOULD KNOW, BE ABLE TO DO AND HAVE ACCREDITATIONS IN

- Eligibility for Associate Membership of the Australian Library and Information Association (ALIA) with an ALIA-recognized library and information science qualification at the undergraduate or postgraduate level.
- Understanding of the operations of public libraries in Western Australia and the practices and policies of the State Library of Western Australia related to public library service provision.
- Knowledge of digital technologies, including the Microsoft Office suite, online resources, and library software.
- Awareness of current developments and trends in the library and community engagement environment. Including adaptability to evolving needs of public library services.
- Familiarity with bibliographic tools, reference sources, and cataloguing and classification systems.
- Demonstrated high-level organisational and time-management skills, interpersonal and presentation skills.
- Ability to promote and maintain a positive, friendly, and helpful library service with a strong customer service focus.
- Sound staff management skills.
- Demonstrated ability to plan, deliver, and evaluate community-focused programs.
- Possession of Current C Class Driver's Licence.
- Possession of or ability to obtain a current National Police Certificate.

This Position Description is only descriptive of the type of duties to be undertaken during the period of employment, and the employee accepts that the City of Armadale may require the employee to carry out any duties, which are within the employee's skill and competence. Reporting lines and the number of employees reporting to the position may change at the discretion of the City of Armadale.

