

POSITION DESCRIPTION

Youth Programs Librarian (POS1384)

Directorate:	Community & Culture	Department:	Library and Museum Services
Position Grade:	12	Reports to:	Coord Outreach & Programs
Last review:	March 2019	Next review:	July 2020
		Version No.:	1.0

Position purpose:

To lead, support and co-ordinate Youth Programs and oversee the planning, development and delivery of customer-focused outreach activities to meet the needs of youth in the Liverpool community.

Key accountabilities/responsibilities:

Responsibilities include:

- 1) Implementing and supporting the development of the Library's vision, mission and plans, delivering quality and customer-focused outreach programs and services to youth, and supporting effective partnerships with schools and other stakeholders working with youth in the Liverpool Library Service.
- 2) Regularly consulting management, specialist and branch staff and the community on Youth Program policies and priorities, and developing and delivering Youth Outreach Policies and annual programs in line with consultation outcomes and documented standards approved by Library management.
- 3) Promoting continuous improvement, developing program partnerships with schools, youth services and community stakeholders, co-ordinating class visits, seeking grant funding, and co-ordinating promotional campaigns to address the needs of youth.
- 4) Leading Youth Programs to develop and deliver quality services to youth through regular staff meetings and work reviews, annual work plans and regular communication.
- 5) Reviewing and reporting to the Coordinator Outreach & Programs on the performance of Youth Programs and partnership activities within the allocated budget.
- 6) Managing and supervising designated Youth areas in libraries and the workflow of Youth Program services so that services are made available to customers in line with documented and management-approved time lines and service standards.
- 7) Developing, maintaining and promoting youth resources and services, including website and e-resources, in consultation with staff, and within the allocated budget.
- 8) Maintain records and statistics to evaluate the community's use of Youth Programs and activities on an ongoing basis and support recommendations to Library management as appropriate.
- 9) Actively participating in staff support, engagement and development activities including induction, recruitment, training (in line with the Library and Council Training Plans) and performance management.
- 10) Co-ordinating and reporting to the Coordinator Outreach & Programs on the development and delivery of training and communications for library staff concerning Youth Programs, policies and procedures.
- 11) Performing other duties as required from time to time including co-ordinating volunteers.
- 12) Provision of direct customer support as required across the library network including night shift and weekend work.
- 13) Implementing Council's WHS policy. Lead and support staff in addressing WHS issues in line with the policy.
- 14) Applying knowledge of equity, EEO, cultural diversity principles and ethical practices when dealing with staff and customers.

Decisions made in the position:

- 1) Oversight of youth collections within allocated budget
- 2) Administrative policies within the Library Youth Programs
- 3) General customer service decisions

Decisions referred:

- 1) Youth Programs policy and budget priorities
- 2) Program Policy and Procedure decisions
- 3) Communication and Training Programs and priorities
- 4) Matters requiring escalation

Key issues/challenges:

- 1) Continuously improving services to customers in co-operation with other Community Outreach & Programs staff.
- 2) Engaging staff and customers to identify needs so as to provide relevant resources and activities, including online resources and services.
- 3) Integrating and co-ordinating across library branches.
- 4) Selecting and arranging activities for youth including HSC programs and Youth Week
- 5) Understanding of the target audience and knowledge of how to reach and communicate with this group
- 6) Digitising, maintaining and enhancing Youth Programs systems
- 7) Developing innovative library Youth Programs and partnerships.
- 8) Supporting effective change management initiatives and supporting the development of the Library Service to reflect changing community requirements.
- 9) Providing quality customer services, training and communications
- 10) Developing and updating library policies and procedures.
- 11) Utilising resources within budget allocations and identifying potential cost savings through improving work processes and practices.

Key working relationships:

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|-------------------------------------|-----------------|---------------------------|
| • Coordinator Outreach & Programs | • Council staff | • Schools, Youth services |
| • Manager Library & Museum Services | • Library staff | • Community |

POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA

Qualifications/Licences

- Completion of degree or post graduate-level library and information studies, conferring eligibility for associate membership of the Australian Library and Information Association. Or relevant tertiary qualifications in a related discipline.
- Class C Drivers Licence
- This position is subject to a working with children check. Please provide your current working with children check verification number.

Experience

- Experience working in a public library and a customer service environment.
- Experience in formulating and drafting new policies, procedures programs and reporting processes.
- Ability to plan, resource and implement promotional activities in the area of Youth Programs.
- Contributing to strategic planning and the development of business plans.
- Proven experience in supervising a service, including the provision of quality Youth Programs.

Knowledge and Skills

- Excellent written, verbal and interpersonal communication skills; Strong administration and customer service skills.
- Capacity to engage and build rapport with youth and carers.
- Knowledge of Library Management Systems, digital technology and corporate systems.
- Specialised knowledge in Youth Programs and Collections, community development and submission writing.
- Strategic planning and management and budget control.
- Problem solving, time management, program development and decision-making skills.
- Team building, leadership and development skills, including staff training, support and development skills.
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multicultural diversity.

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Good understanding of public library environments including the roles, development and trends of public libraries.
- Ability to integrate new technology into Youth promotional programs, knowledge of XML, and current trends in library technologies.
- Knowledge of NSW School curriculum.

**LIVERPOOL
CITY
COUNCIL**



Our vision:

**Aspiring to do great things – for ourselves,
our community and our growing city.**

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous