

Position description

Library and Reader Development Team Leader

Position details

Group: City Economy and Activation
 Branch: Creative City
 Reports to title: Library Resources and Reader Development Coordinator
 Position No: 28033
 Classification: Library Band 5
 Financial management:
 Total people: 3

Positions directly reporting into the Library and Reader Development Team Leader:
 Reader Development and Local History Librarian (3FTE)

Primary skill pool: Leadership and People Management
 Secondary skill pool: Education

Team context

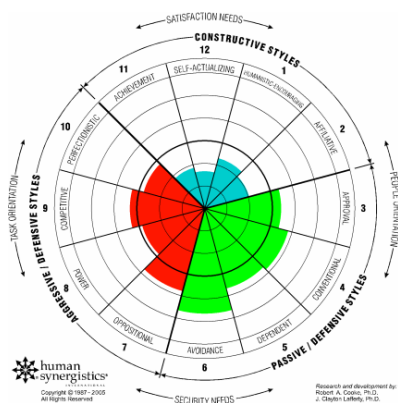
The Creative City branch exists to equip Melburnians to thrive in a rapidly changing world by nurturing creativity, ideas and learning. The branch aims to be globally recognised, locally loved and leave no-one behind.

City of Melbourne Libraries (CoML) provide services online and from six locations with a focus on the principles of lifelong learning, reading, place, experience and operational excellence. Positions within the City of Melbourne Libraries are not fixed at the one location and may be required from time to time to relocate dependant on business needs.

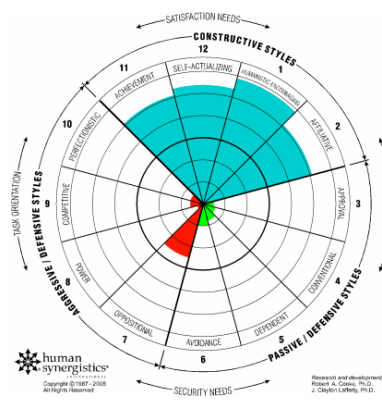
Culture and values

CoM aspires to a culture which is humanistic and encouraging, self-actualising, affiliative and achievement focused. We focus on culture because we know that a constructive culture is good for our wellbeing as well as our ability to deliver high quality outcomes.

We measure our performance against the desired culture using the Human Synergetics tool, the "Organisational Culture Inventory" (OCI).



Current culture



Preferred culture

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Our ICARE values (integrity, courage, accountability, respect and excellence) are the foundation for our behaviour for ourselves and our teams.



Position purpose

The role of the Library and Reader Development Team Leader is to provide high quality library and information services to the community.

In particular the position is required to:

- Contribute to the City of Melbourne Libraries leadership team to develop and deliver a library service that leaves no one behind through leadership and continuous improvement
- Deliver key activities in the CoM Libraries Framework and Council plan in relevant areas of responsibility
- Provide leadership and guidance in reader development to ensure the delivery of high quality targeted services and resources that assist and inspire people to enjoy reading
- Engage the community with the library collections – print and digital
- Actively participate in the Library Leadership groups, including the Library Services Team, to develop policies and long term planning for the library service
- Manage a library branch ensuring the creation of welcoming community spaces, occupational health and safety compliance, team development and customer service excellence.

Position accountabilities

Provision of high level customer service

- Perform duties as Branch Team Leader of the service point where the position is based including responsibility for day-to-day operations, petty cash, time-sheets, rosters
- Manage complaints handling at the service point where the position is based
- Undertake customer service, reader development and reference duties and ensure relief at other service points as required.

Provide leadership and guidance in reader development to ensure the delivery of high quality targeted services and resources that assist and inspire people of all ages and backgrounds to enjoy reading

- Coordinate reader development programs and projects, including promotion and extension activities and collection of relevant statistics
- Ensure that collections and programs for reader development at all service points are of high quality and appropriate to community needs, following set policies and guidelines.

Support the City of Melbourne Libraries team to develop and deliver a library service that leaves no one behind through leadership and continuous improvement

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- Supervise, coordinate, train, develop work plans and undertake staff evaluation for appropriate library staff and participate in the selection of new staff.
- Ensure relevant training and career development opportunities are identified, implemented and applied through the GPA (Goals and Performance Appraisal).

People management and leadership

- Lead, motivate and manage the team, including providing strategic direction and day-to-day guidance and support to team members.
- Be accountable for the operational performance of the team and the delegation and resource allocation for effective service delivery.
- Actively build and maintain morale levels through open communication and activities that foster a sense of team unity.
- Balance the operational and strategic requirements of the position.
- Solve branch related staffing and administrative problems.
- Ensure the efficient day-to-day operation of the library branch.
- Coordinate staff training for library staff following set policies and guidelines.
- Ensure relevant training and career development opportunities are identified, implemented and applied through the Goals and Performance Appraisal, GPA.
- Be a role model for the values, and ensure that programs and services are aligned with the organisation's values.
- Ensure awareness of and implementation of the employee code of conduct.
- In conjunction with People, Culture and Leadership, manage the recruitment needs of the team
- Proactively manage issues.
- Ensure standard work practices of high quality are in place across the Team.

Planning, reporting and risk management

- Fulfil corporate planning, budgetary and risk management responsibilities and ensure services and products represent best value.
- Provide regular reports and statistics relating to customer service and feedback and information in the area of lending and customer service to assist senior staff with the development of policies and the long-term planning of library services.

Environment: communication and judgement

Communication

The Library and Reader Development Team Leader requires clear verbal and written communication skills in order to liaise with the public and community organisations, to work closely with other members of the senior staff team and with subordinates. The Library and Reader Development Team Leader is required to provide clear correspondence and reports and have the ability to maintain basic statistics and records.

Internal

Library branch staff
Librarians reporting to the position
Library staff participating in reader development programs and projects
Members of the Library Leadership Team
Council Departments

External

Library users
Community organisations
Literary organisations
Booksellers and library suppliers
Professional organisations targeting reader development

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Judgement

The Library and Reader Development Team Leader will:

- Lead the library branch team and be responsible for making day-to-day decisions to ensure the smooth running of the branch, including supervision and performance management of library staff reporting to the position
- Coordinate services and programs that foster and encourage reading.

The Library and Reader Development Team Leader requires the ability to work in a busy customer environment, often with the need to deal calmly and effectively with people from diverse backgrounds with many and varied needs.

Selection criteria

- Eligibility for professional membership of the Australian Library and Information Association (ALIA).
- Proven ability to lead, develop and motivate a team.
- Excellent knowledge of the role of reader development in public libraries.
- Experience in managing a library branch.
- Proven ability to develop and implement innovative library programs and collection promotions.
- Proven ability to work collaboratively in cross functional teams and with professional organisations.
- Excellent oral, written and presentation skills.
- Ability to effectively deal with challenging situations to deliver optimal outcomes.

The way we work

CoM is an inclusive, diverse, and flexible organisation. Being flexible, diverse and inclusive brings out the best in our people. Our goal is to create a flexible environment with an 'all roles flex' culture where we can respond in the most agile way to meet the demands of work while providing employees with the ability to drive their own careers and quality of life. We strive to meet the demands of our employees' professional lives while they can accomplish their priorities outside of work and have a positive work life balance. We do not have a 'one size fits all' approach to flexibility and all requests for flexibility are genuinely considered. The responsibilities of this role may be tailored to meet flexibility needs.

Our CoM values are integrity, courage, accountability, respect and excellence.

Inherent Physical Requirements:

The reference to the Inherent Physical Requirements for this position is DM# [9405136](#)

INHERENT PHYSICAL REQUIREMENTS PROFILE

PRIMARY PROFILE. Operations – site based				
SECONDARY PROFILE: TYPE: 15 – Library/ Maintenance and Stores Officers				
TYPICAL TASKS: Part desk or bench type computer/screen based activities (higher for library than stores staff), correspondence, site work with other officers, in person customer service tasks with third party representatives and the public, research, attending meetings, attending to incoming /out-going phone calls, photocopying, filing, travel to and from sites work and some medium exposure to manual handling tasks. A Store's Officer is required to ensure all stores are well stocked with brochures and to maintain the tidiness of the display. Store Officer replenishes the display stands with brochures. These are wheeled out to the main display areas using a collapsible trolley.				
PHYSICAL DEMANDS OF THE TASK AND % OF TIME ALLOCATED	NEVER 0%	OCCASIONAL 1-33%	FREQUENT 34-66%	CONTINUALLY 67-100% (with interruptions)
Sitting – preferred exposure time to be reduced to less than 67%		X		
Standing – preferred exposure time to be increased above 33%				X
Walking			X	
Steps/stairs		X		
Squatting		X		
Kneeling – eg, when stocking shelves		X		
Bending		X		
Twisting		X		
Working with one or both hands above shoulder height		X		
Reaching forwards or sideways >50cm from the body		X		
Gripping or grabbing			X	
Fine hand coordination eg. Equipment and tools used around the facility.			X	
Lifting floor-waist		X		
Lifting at waist height			X	
Lifting above shoulder height		X		
Carrying/holding/restraining eg. Small individual items or gathering equipment.		X		
Pushing eg. Of trolleys, equipment		X		
Pulling eg. Of trolleys, equipment		X		
Shift Work – operate outside the hours of 7am-7pm during some work periods.		X		
Driving – control & use of a 4 wheel vehicle	X			
OPTIONS FOR RISK CONTROL MEASURES:	BRIEF DESCRIPTION OF THEIR USE			
Shared standing workstation and meeting rooms	To provide for assuming alternative work postures when undertaking core tasks.			
Transfer risk to specialist services	Courier / transporting services for boxes of files			
Trolleys of various configurations or small portable step	For transporting files and references and accessing shelves above shoulder height.			
JOB DESIGN ALERT: If a job has the following physical demands that are sustained or frequently required please contact the OHS and Wellbeing team to discuss job redesign options.				
Looking up – use of neck				
Looking down – use of neck				
Sustained static loads - holding, supporting, or straining				
Exerting force in an awkward posture				
Exerting force with one hand or one side of body				