

# Library Officer - Early Years and Children

**CLASSIFICATION:** Band 4  
**OCCUPANT:** Vacant  
**DATE:** November 2024

## POSITION CONTEXT & OBJECTIVE(S):

Enhance the library customer experience and contribute to community capacity building through the development and delivery of consistent high quality services and programs that support literacy and learning for early years and children.

### Operational

- Deliver a suite of programs, activities and events for early years and children that aid in the development of literacy and learning skills
- Core library duties, including, but not limited to, customer service and lending, membership and program delivery
- Collection shelving and maintenance

### Strategic

- Contribute to the innovative and customer focused library service planning
- Development of programs for early years and children's programming
- Children and early years collection development
- Develop working relationships with other organisations including schools and community organisations that support strategic outcomes.

## KEY RESPONSIBILITIES AND DUTIES:

### Customer Service

- Provide excellent, friendly, approachable and efficient customer focused circulation service performing a range of library operations such as: returns, loans, memberships, overdue queries, cash management, directional queries
- Encourage and support a self-service environment
- Contribute to service delivery by providing input and support for team projects and customer service improvement initiatives

### Early Years and Children's Services

- Organise and present early years and children's programs, including Baby Rhymetime, Toddler Time, Storytime and school holiday programs, and age appropriate events and programs
- Liaise and work together with local kindergartens and schools to facilitate visits, support with school projects and access to collections
- Monitor the early years and junior collections to ensure that they meet the needs of the local community, are relevant and in good condition
- Actively promote early literacy and children's library services

### Information Services

- Assist library patrons to find materials/information within Warrnambool Library or via Inter Library Loan
- Be familiar with Warrnambool Library's collection and online resources and have an awareness of other library resources

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- Contribute to Warrnambool library's online presence
- Maintain a current knowledge of children's literature and early literacy and language development, and strategies to encourage reading

## Digital Literacy

- Competency in the use of a range of information technology and software tools in the provision of library services
- Information technology troubleshooting skills
- Willingness to embrace emerging technologies
- Assist customers to become self-sufficient in the use of catalogues, electronic services, and other information resources
- Knowledge of current and popular social media and online publishing platforms

## Collection

- Provide specialist advice with regard to the development of the Early Years and Junior collections, both physical and digital
- Display, shelve and promote collection
- Monitor management of the Early Years, Children's and Junior collections to ensure the collections meet the needs of the local community and are in good condition

## KEY SELECTION CRITERIA:

- Demonstrated experience in program planning and delivery for children and early years
- Strong understanding of early years and children's language, literacy and reading development
- Ability to plan, organise and prioritise routine functions in a busy environment
- Demonstrated understanding of the role of public libraries in the community and in supporting reading and life-long learning
- Information technology and problem-solving skills in a range of information technology and software tools.
- Strong team worker with a positive attitude and energy.
- Excellent customer service and communication skills.
- Proficiency in the use of library technical equipment and applications.
- Current Victorian drivers' licence
- Provision and maintenance of clear Working with Children and Police checks

## GENERAL EMPLOYMENT PROBITY CHECKS:

The incumbent must have and maintain a current Fit2Work (Police Records): Yes

The incumbent must have and maintain a Working with Children Check: Yes

## ORGANISATIONAL RELATIONSHIPS:

<b>Reports to:</b>	Programs and Partnerships Coordinator
<b>Supervises:</b>	-
<b>Internal Contacts:</b>	All Council Staff
<b>External Contacts:</b>	Library customers, community groups, project and funding partners

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## ACCOUNTABILITY AND EXTENT OF AUTHORITY:

- Accurate processing of administrative duties in accordance with policies and procedures
- The position is accountable to work within standard library procedure and to achieve the desired outcome within the time and resources available
- May be required to supervise and support volunteers
- This position acts under general supervision and within specific guidelines
- Responsible for the quality and timely provision of customer service

## JUDGEMENT AND DECISION MAKING:

- This position requires periods of being unsupervised
- The position is to exercise its judgement mindful of confidentiality and diplomacy
- Decisions and information should be consistent with established policy and good management principles
- Guidance and advice is always available from onsite or via telephone
- May be required to decide on appropriate response to difficult patrons and emergency situations in accordance with established policies and procedures and report to senior staff members

## SPECIALIST KNOWLEDGE AND SKILLS:

- Demonstrated skills and experience in developing, implementing and coordinating quality library programs
- The position requires high level customer service skills. Reference and information service skills are also required.
- The position requires the ability to provide an education and support resource to branch staff to assist them in program delivery
- Familiarity/awareness of the resources available in Warrnambool Library's collections
- Knowledge and ability to apply WCC and Warrnambool Library's policies and procedures
- Understanding of the function of the position within its organisational context and goals of WCC
- Knowledge of safe work practices for circulation work and branch operations
- Experience working with computers, photocopiers, information technology and social media
- Ability to source information across varied platforms
- Knowledge of library management system with an emphasis on circulation and catalogue functions

## MANAGEMENT SKILLS:

- Ability to plan and organise time to efficiently and effectively achieve the Warrnambool Library & Learning Centre's goals and objectives
- Demonstrated ability to manage time and set priorities to achieve a range of outcomes within parameters and agreed policies
- Ability to liaise with staff and members of the public
- Ability to work under pressure and maintain a consistent approach to the public

## INTERPERSONAL SKILLS:

- Strong team skills with an ability to confidently communicate with customer and staff
- Good verbal and written skills
- Ability to gain cooperation and assistance from other members of staff and volunteers to assist in program delivery
- Calm, adaptable and energetic
- Ability to handle dissatisfied patrons in a friendly manner
- Approachability and awareness of community needs
- Ability to have a flexible approach to work and changing priorities

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- Ability to interact and be supportive of staff across Council, work cooperatively in a close team environment as well as engage with external clients and stakeholders
- Liaise with counterparts in other councils and authorities to discuss specialist matters common to the industry

## QUALIFICATIONS AND EXPERIENCE:

- A diploma qualification, or relevant work skills and experience.
- Current Driver's License.
- Experience with the early literacy learning or working children/young people is an advantage

## TERMS AND CONDITIONS OF EMPLOYMENT:

The Terms and Conditions in this Position Description are to be read in conjunction with the Warrnambool City Council Enterprise Agreement.

## AGREEMENT:

I accept and agree to the duties in this Position Description. I understand that this Position Description is to be read in conjunction with the General Terms & Conditions of Employment and I agreed to abide by the terms and conditions stipulated therein.

Name:	
Signature:	
Date:	

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