

POSITION DESCRIPTION

Library Assistant Programs (POS1383)

Directorate:	Community & Culture	Department:	Library and Museum Services		
Position Grade:	5	Reports to:	Team Leader Adult Programs		
Last review:	March 2019	Next review:	March 2021	Version No.:	1.0

Position purpose:

To support and deliver best-practice Outreach Programs and support the planning, development and delivery of customer-focused outreach activities to meet the needs of adults, children and 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; and support effective partnerships with community groups, schools and other stakeholders in the Liverpool Library Service.
- 2) Promoting and contributing to continuous improvement in the planning and implementation of annual Adult, Children's and Youth Program Plans.
- 3) Assisting in the formation of collaborative program partnerships with schools, child care, youth and community stakeholders, and supporting the promotion of library services within this network.
- 4) Delivering Outreach Policies and annual programs in line with consultation outcomes and documented standards approved by Library management.
- 5) Actively collaborating with and supporting the Programs & Outreach team to develop and deliver quality services through regular staff meetings and work reviews, annual work plans and through regular communications.
- 6) Maintaining and promoting children's, youth and adult's services and resources, including early childhood programs, school visits, school holiday activities, website, designated library areas for children and youth and e-resources, in line with documented and management-approved time lines and service standards, in consultation with staff, and within the allocated budget.
- 7) Supporting communications and partnerships within the library service, Council and community to facilitate effective services to, and in support of, the Libraries' customers and network services
- 8) 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.
- 9) Maintaining records and statistics to assist in the evaluation of the community's use of Outreach Programs and activities on an ongoing basis to support recommendations to Library management as appropriate.
- 10) Supporting the development and delivery of training and communications to library staff concerning Adult, Youth and Children's Programs, policies and procedures.
- 11) Supporting within the Branch approved staff rostering and leave arrangements including evening shifts and weekend work. Work at, or rotate to, other branches when required.
- 12) Performing other duties as required from time to time including co-ordinating volunteers, collection maintenance and provision of direct customer support as required across the library network including night shift work and weekend work.
- 13) Implementing Council's WHS policy. Lead and support staff in addressing WHS issues in line with the policy.

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14) Applying knowledge of equity, EEO, cultural diversity principles and ethical practices when dealing with staff and customers.

Decisions made in the position:

1) General customer service decisions in line with established policies and procedures.

Decisions referred:

1) Matters requiring escalation.

Key issues/challenges:

- 1) Continuously improving services to customers in co-operation with other Community Outreach & Partnership teams.
- 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 children and youth including early childhood programs and school holiday activities
- 5) Maintaining and enhancing Adult, Youth & Children’s Programs systems.
- 6) Supporting innovative Adult, Youth and Children’s Programs and partnerships.
- 7) Supporting effective change management initiatives and supporting the development of the Library Service to reflect changing community requirements.
- 8) Providing quality customer services, training and communications, including cash handling.
- 9) Implementing library policies and procedures.
- 10) Ensuring that day-to-day duties are completed on a timely basis and that arranged deadlines are met.
- 11) Utilising resources within budget allocations and identifying potential cost savings through improving work processes and practices.

Key working relationships:

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| <ul style="list-style-type: none"> • Coordinator Outreach & Programs | <ul style="list-style-type: none"> • Council staff | <ul style="list-style-type: none"> • Schools, Children’s services |
| <ul style="list-style-type: none"> • Manager Library & Museum Services | <ul style="list-style-type: none"> • Library staff | <ul style="list-style-type: none"> • 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

- Higher School Certificate or equivalent.
- Current Class C Driver's 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.
- Ability to implement promotional activities in the area of Adult, Youth & Children's Programs.
- Demonstrated ability to participate as an effective team member.
- Proven experience in the facilitation and provision of quality Adult, Youth &/or Children's Programs.

Knowledge and Skills

- Good written, verbal and interpersonal communication skills; Strong administration and customer service skills.
- Good interpersonal skills and capacity to engage and build rapport with adults, children, youth and carers.
- Storytelling skills and ability to facilitate hands on activities with children, youth, adults, seniors and community groups.
- Knowledge of Library Management Systems, digital technology and corporate systems.
- Knowledge of Adult, Youth & Children's Programs and community engagement.
- 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

- Certificate III in Library and/or Information Services.
- High degree of accuracy in completing work tasks.
- Knowledge of and interest in children's and youth literature.

**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