Greater Dandenong
Position Description

Position Title	Library Services Officer (Children's and Youth Services)
Directorate	Community Strengthening
Department	Creative and Engaged City
Team	Libraries
Classification	Band 4
Date	January 2026
Reports to:	Team Leader – Library Engagement
Supervises:	Nil
Internal Liaison:	Branch Library staff / Team Leader - Library Engagement - regular basis Library Leadership / other council staff – as appropriate
External Liaison:	Library users, Community organisations, colleagues from other Library Services and agencies – regular basis

Position Objectives

Your primary purpose in this position is to:

- Support and assist the community to access and use Library services and resources.
- Deliver high quality Library programs that support learning, literacy, and social inclusion.
- Deliver excellent customer service through Greater Dandenong's Library Services.

Key Selection Criteria

You need these essential qualifications (or experience), knowledge and skills to carry out this position

- Certificate IV in Library and Information Science or Education; Children/Youth Services studies or equivalent. Alternatively, equivalent direct customer service and program experience commensurate with the requirements of the role. Relevant knowledge / experience should include demonstrated:
    - Knowledge and understanding of authors, books, and the importance of the library's role in supporting literacy.
    - Ability to effectively use library resources, internet technologies, PC based and mobile devices.
    - High level of spoken and written literacy assisting Library users with literacy-based assistance and queries, as well as being an effective storyteller.
    - Ability to work with children and youth, their parents, and caregivers from culturally and linguistically diverse backgrounds.
- Service delivery and values including ability to communicate appropriately and effectively with diverse communities, including referring or escalating matters to appropriate staff.
- Motivated approach to managing time and organising work to achieve set objectives, including the ability work well in a team setting.

As part of the Key Selection Criteria, you must hold and supply these licences, registrations, certificates, etc., prior to offer of employment and commencement and continue to maintain them throughout your employment in this role with Council:

- ☒ satisfactory (and ongoing) Working with Children's Check [Employee Check)
- ☒ satisfactory (and ongoing) Police Check

Position Specific Responsibilities & Skills

In this position, you are responsible for:

Service Delivery	• Providing effective and efficient library and information services to all library users on a rostered basis during library opening hours at specified locations. • Assisting Patrons in the use of self-serve lending and kiosk functions, including PC bookings, Library catalogue, e-resources, website, photocopier / printers, and related technology. • Providing roving user support to patrons using technology and throughout the library. • Performing functions, such as issuing, returning, and reserving library materials for patrons. • Enrolling and inducting new members and performing all other functions related to library membership. • Facilitating Computer and digital services to Library users.
Information and Reader Services	• Assisting patrons in the use of Library resources and technologies. • Assisting patrons to locate reading materials and/or information.
Program and learning support	• Conducting story times and associated activities as required to promote early literacy and the use of Library resources inside and outside the library. • Assisting with displays and promotions of the library's services for children and young adults. • Conducting Library tours and resource demonstrations to Library user groups as required. • Delivering regular programs or providing support to programs conducted in the library or through Outreach services on a rostered basis. • Providing basic literacy & learning support services and advising and making bookings for language and literacy assessments where appropriate • Actively participate in training and skill development in order to keep up with the changing nature of community demographics and the delivery of Library Services in the 21st Century and maintain general awareness of Council events / sponsored activities organised to take place within the Community and/or other significant Community activities or events that Library patrons may enquire about
Resource Development	• Assisting in the shelving, perfect ordering, rotation and maintenance of Library resources and collections as directed by the Team Leader or senior staff. • Assisting in the maintenance and development of Library resources and collections targeting the needs of children and young adults. • Providing input into the selection of Children and Young Adult material to meet the changing needs of the CGD community. • Contributing content to the libraries' online and virtual environment.

Core Organisational Capabilities

We have a Core Capability framework to help everyone succeed and develop for their current and future positions. The relevant capabilities for this position are at the back.

REACH Values

Our REACH values define who we are and how we interact with others. They define how each of us should aim to operate in the workplace regardless of the role we hold. Our REACH values are at the back.

Child Safe Organisation

Greater Dandenong City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse.

Organisational Responsibilities

Everyone at Council has the following responsibilities and obligations:

Emergency Management	• Help Council fulfil its emergency management obligations by assisting in emergency management activities as required
Occupational Health and Safety	All employees have responsibilities to: • Take reasonable care of their own health and safety. • Take reasonable care that their acts do not adversely affect the health and safety of other persons or themselves. • Follow policy, procedure or instructions to ensure as far as is reasonably practicable a safe workplace. • Report all incidents, injuries and near misses to their supervisor immediately and adhere to Council's occupational health, safety and return to work (RTW) policies and procedures. • Participate in health and safety training programs and initiatives.
Child Safety	• Comply with the organisation's Child Safety and Wellbeing Policy, Child Safe Code of Conduct and all other Council Child Safe Policies & Procedures • Demonstrate a commitment to child safety, equity, inclusion, and cultural safety, in line with Council policies and the Victorian Child Safe Standards. • Report any child safety concerns including breaches of Child Safe Code of Conduct in line with Council policies, the Reportable Conduct Scheme, and legal obligations.
Climate Change & Sustainability	• Help support Council's response to the climate emergency by helping facilitate a whole-of-organisation approach where climate change mitigation and adaptation is embedded into all Council services, assets, operational and decision-making processes.
Compliance	• Remain mindful of the requirements of the Victorian Charter of Human Rights at all times • Manage Council records in accordance with the relevant Council policies and corporate requirements to protect personal information. • Perform other duties as directed within the limits of acquired skills, knowledge, and training. • At all times, take responsibility for maintaining the strictest levels of confidentiality regarding ratepayers, customers, and employees. • At all times, comply with Council's Code of Conduct - Staff.

Diversity, inclusion and equity	• Demonstrate an understanding of and the ability to work with, diversity in the workplace, including:
	  o zero tolerance of racism and expectations that staff will act on incidents of racism
	  o supporting Aboriginal and Torres Strait Islander children to express their culture and enjoy their cultural rights.

Gender Equality	• Support Councils response to the prevention of violence against women and workplace sexual harassment, including by modelling acceptable behaviour, and reporting improper conduct in a timely manner.

Inherent requirements of the position

These are the essential requirements of this position:

Council has a Flexible Work Policy. All staff are required to attend the workplace for the minimum number of days specified in the Policy.

Working out of standard business hours

☒ Not required.

☐ This role may be subject to work related contact outside of normal business hours. (Refer to Working out of hours under position specific responsibilities.)

On a typical day, approximately this much time would be spent on the following activities:

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Working independently – *ability to utilise autonomy with respect to the processes by which tasks are completed. Little to no autonomy with respect to the work allocated to them by the supervisor*		☐	☒	☐	☐
Team based work – *works in a team of people and not exposed to isolation*		☐	☐	☒	☐
Communicating with others – Verbally		☐	☐	☒	☐
Communicating with others - Written		☐	☒	☐	☐
Focused Attention to task – *high levels of attention required to minimise errors and ensure accuracy*		☐	☒	☐	☐
Concentrating – *high levels of concentration required while completing required tasks*		☐	☒	☐	☐
Planning and sequencing tasks and activities		☐	☒	☐	☐
Decision making – *required to exercise sound decision making while completing all aspects of the position*		☐	☐	☒	☐
Problem solving – *requirement to develop sound solutions to novel or unusual problems arising during the course of the day*		☐	☐	☒	☐
Reasoning – *required to exercise sound reasoning while completing all aspects of the position within defined scope*		☐	☐	☒	☐
Judgement – *required to exercise sound judgement while completing all aspects of the position within defined scope*		☐	☐	☒	☐
Short and long-term memory recall – *ready access to documented procedures or precedents to perform requirements of the position*		☐	☐	☐	☒
Emotional resilience – *exposure to stressful or distressing situations including meeting specified deadlines and production demands, dealing with aggressive or upset customers/clients, high conflict situations, general workload demands, change beyond individual's personal control*		☐	☒	☐	☐
Interruptions – *frequency of interruptions to daily work plans and*		☐	☐	☒	☐

Cognitive Requirements	Task details (typical tasks)	Frequency (% of the working day)			
		Rare/ Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
requirement to change work plans at short notice					

Physical Requirements

☒ This position requires more than 10% (on average) daily work rate of manual handling/physical exertion. [If this position requires ≥10% (on average) daily work rate of manual handling / physical exertion, a Task Analysis is then required to be established by an Occupational Therapist [OT] for further assessment (please contact the OHS Team for further information).

☐ This position requires a vision test

☐ This position requires a hearing test

Note: To determine % of manual handling / physical exertion on average per working day.

7.6 hour day = 456 minutes. 10% of 456 minutes = 45.6 minutes per day.

8.00 hour day = 480 minutes. 10% of 480 minutes = 48.0 minutes per day.

8.44 hour day = 506 minutes. 10% of 506 minutes =50.6 minutes per day.

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Mobility/Postures					
Sitting – *stay in a seated position*		☐	☒	☐	☐
Standing – *standing in an upright position, moving less than 3 steps*		☐	☐	☒	☐
Walking – *In an upright position, moving more than 3 steps*		☐	☐	☒	☐
Crawling – *Move on the hands & knees or by dragging the body close to the ground*		☒	☐	☐	☐
Non-manual handling					
Crouch/squat – *To lower the body by bending forward from legs and spine, buttocks on or near the heels*		☐	☒	☐	☐
Kneeling – *To lower the body*		☐	☒	☐	☐
Bending – *To bend forward and down from the waist or the middle of the back, rounding the shoulders and back for more than 3 seconds*		☐	☐	☒	☐
Reaching – *Extending arms out in any direction*		☐	☐	☒	☐
Twisting/trunk rotation – *Rotating the body to one side or the other without moving the feet*		☐	☒	☐	☐
Fine manipulation/pinch grip – *Fingers are on one side of the object and thumb on the other, typically without the object touching the palm*		☐	☐	☒	☐
Power/open hand grip – *Using the whole hand to grasp an object, typically used to handle large or wide objects where the fingers are extended*		☐	☒	☐	☐
Writing/typing		☐	☒	☐	☐
Climb ladders		☒	☐	☐	☐
Climb or descend stairs		☐	☒	☐	☐
		☐	☒	☐	☐

Physical Requirements	Task detail	Frequency (% of the working day)			
		Rare / Never <10%	Occasional 11 – 33%	Frequent 34 – 66%	Constant >66%
Low level work – *Performing manual handling actions at or near ground level*					
Manual Handling					
Lift/Carry/Hold – *Raising or lowering an object from one level to another and holding/transporting the object using the hands, arms or on the shoulders*		☒	☐	☐	☐
Pushing/Pulling – *Applying force to move something away or closer to one's self, including static positions*		☐	☒	☐	☐
Kilograms of force (kg.f) – *Amount of force or effort required to perform a specific task or part of a task*		☐	☒	☐	☐
Weight requirements – lift, carry, push, pull or hold					
1-5kg		☐	☐	☒	☐
5.1 – 10kg		☐	☒	☐	☐
10.1 – 15kg		☐	☒	☐	☐
15.1 – 20kg		☒	☐	☐	☐
Lift floor to hip		☐	☒	☐	☐
Lift waist to shoulder		☐	☒	☐	☐
Lift overhead		☒	☐	☐	☐
Pushing/pulling		☐	☒	☐	☐

Note: The intention of the position description is to provide an outline of scope and responsibilities, at a point in time. Please note, responsibilities may evolve in accordance with organisational needs.

Band descriptors *(as defined in Council's Enterprise Agreement)*

These descriptors help to classify the position:

Accountability and Extent of Authority

The position is directly held responsible for:

- This position provides information to patrons, provides support to more senior employees and is directly accountable to the Team Leader - Library Engagement and at times the designated Librarian/ Leader on Duty.
- The freedom to act is limited by standards and procedures encompassed by the nature of the work assigned to the position from time to time and with sufficient freedom to plan work at least a week in advance.
- The work generally falls within specific guidelines and procedures but with scope to exercise discretion in the application of established standards and procedures.
- The effect of decisions and actions are usually limited to rostered locations, work group, Library patrons and program participants as well as internal procedures and processes.

Judgement and Decision-Making Skills

Judgement and decision making is within the following scope:

Independently:

- Objectives of the work are well defined, providing user assistance, services, and programs to all library users within established Library Services policy, guidelines, and procedures.

With input from Team Leader - Library Engagement / Librarian or Leader on Duty

- Patrons' needs are met within clearly defined Library Services objectives and procedures.
- Collections are well presented and maintained within well-defined Library Services objectives and procedures.
- Preparation of routine Library program delivery with clearly defined objectives and procedures.

Recommends to Team Leader - Library Engagement:

- Changes to standard procedures, work practice and programs to increase service efficiency, improve patron service quality and team effectiveness.

Guidance:
- Guidance and advice are always available from the Team Leader - Library Engagement or Librarian/ Leader on Duty within the timeframe available to make a choice.

Specialist Knowledge and Skills

The position requires the following essential skills and knowledge:

- Demonstrated understanding of the relevant technology related to Library and Information services and ability to contribute to the ongoing improvement of work practices.
- Proficiency in the application of standardised procedures, practices, Acts and Regulations relevant to Library Services and an understanding of relevant precedents and previous decisions related to these.
- Possess an understanding of the function of the role and how it fits in the overall organisational context, including relevant Library Services policies, regulations, and precedents as well as an understanding of the goals the Library Services department and where appropriate, an appreciation of the goals of the wider organisation.

Management & Interpersonal skills

The essential position requirements include:
- Skills in managing time, planning, and organising the responsibilities required of the position with sufficient freedom to plan work at least a week in advance.
- A basic knowledge of personnel practices and ability to provide employees under their supervision with on-the-job training and guidance is essential.
- The ability to gain cooperation and assistance from members of the public, Library outreach and program participants and other team members in the delivery of well-defined Library Services activities.
- Skills in oral and written communication with clients, other employees, and members of the public including in the resolution of minor problems, and to enable the preparation of routine correspondence and reports.

Verification & Approvals

I certify that the content of this Position Description accurately reflects the overall role and accountabilities of the position:

	Name	Signature	Date
Occupant			

Appendix
Core Capability Framework – Team Member

Relationship Management

Develops and maintains strong and enduring relationships with colleagues and/or external stakeholders which are built on mutual respect and commitment. Ensures that all people are treated with dignity and respect regardless of gender, ethnicity, religion or sexual orientation.

- Demonstrates respect for the wide range of views and perspectives that are expressed in their teams
- Contributes effectively to team meetings
- Demonstrates commitment to team decisions
- Demonstrates respect for other team members

Planning & Organising

Thinks from a wholistic perspective and sees the patterns in the complex relationships that exist between the different parts of the organisation. Uses these insights to ensure that the organisation's human, physical and financial resources are effectively used in the achievement of the organisation's, team's or the role's agreed priorities.

- Is able to explain the relationship between own work activities and the goals and objectives of the team
- Prioritises work based on the needs of the team
- Shares relevant information as and when appropriate
- Consistently does her/his share of the work

People Development

Demonstrates a deep commitment to ongoing learning and development as fundamental to the organisation's sustained success and to the realisation of the potential of its people.

- Is active in identifying opportunities for ongoing growth and development
- Seeks feedback with a view to personal and professional development
- Looks for opportunities to grow skills and knowledge
- Is proactive in managing own career development

Future focused organisation

Is keenly aware of the social, political, economic and technological trends that impact the global and local environments and ensures these are factored into the work of individuals, teams or the organisation to deliver on the needs and expectations of the Council and the community it serves

- Incorporates key issues impacting the broader environment into the way they undertake their work
- Responds flexibly to change
- Shows resilience in times of change
- Seeks support during times of uncertainty

Outcome orientation

Demonstrates a strong commitment to a high-performance culture by constantly striving for high quality customer service outcomes and accepting responsibility for outcomes within their control

- Demonstrates a willingness to take informed risks in solving client issues
- Ensures tasks are consistently completed to the required standard
- Responds promptly and appropriately to requests for service
- Consistently follows established practices and procedures

Service focus

Ensures there is a focus on delivering work priorities to agreed quality and timeliness standards

- Is friendly and responsive to clients/customers
- Strives to deliver quality client/customer outcomes
- Deals with client/customer issues with concern and a sense of importance

Self-management

- Accepts personal responsibility for outcomes within their control

Demonstrates self-awareness through understanding own responses to a range of situations as well as understanding the impact their behaviour has on others	• Demonstrates the ability to regulate and adapt behaviour according to the circumstances and the audience • Seeks out feedback with the purpose of reflecting on work performance with a view to self-improvement • Models Greater Dandenong's ethical and organisational standards • Acts decisively during times of ambiguity and pressure

Safety, health and wellbeing

Ensures that the safety, health and wellbeing of employees, contractors, service users and councillors is at the heart of the organisation's culture and the way work is organised and services delivered	• Actively participates in discussions and activities aimed at improving safety, health and wellbeing • Takes responsibility for the personal safety, health and wellbeing of self and immediate others • Supports and encourages colleagues to actively participate in safety, health and wellbeing initiatives

Council's REACH Values

Respectful
We respect and care about our community, each other and ourselves.
We act with integrity at all times and in all matters.
We take time to listen to and seek to understand the other point of view.
We strive to understand and respect the diversity of our community and our workplace.
We understand our role in the community and respect the responsibility that comes with

Engaged
We listen to our community and respond.
We work together with our community and each other, to achieve the best outcome.
We have the confidence to challenge the status quo, to reach for better outcomes.
We are action-oriented in identifying and responding to new challenges.

Accountable
We are proud of our city, our community and our achievements.
We spend our time and effort on solutions rather than looking for someone to blame.
We take responsibility for our actions.

Creative
We care about getting the best outcomes.
We constantly ask: What's the future and what's possible?
We have the courage to try new ideas.
We strive for excellence in everything we do.

Honest
We tell the truth, even when we know people may not want to hear it.
We form our opinions and give advice from sound, evidence based research.
We act with humility and apply the highest standards of ethical behaviour to everything we do.