

POSITION DESCRIPTION

POSITION	POSITION NUMBER
Creative Technologies & Digital Learning Librarian	2757
CLASSIFICATION	ANZSCO CODE
Band 5	223211
DEPARTMENT	DIVISION
Libraries and Lifelong Learning	Community Wellbeing
AGREEMENT	LOCATION
Ballarat City Council Enterprise Agreement No. 9, 2023	Ballarat Library

Position Objectives

- To develop, co-ordinate and deliver training programs that meet the technology and digital learning needs of the community
- Provision of high quality, efficient and friendly library services that meet the diverse needs of the community.

Key Responsibility Areas

Technology Learning Programs

- Develop, deliver and evaluate a range of technology learning programs that meet the technology and digital learning needs of the community and facilitate positive digital literacy learning outcomes
- In conjunction with Coordinator Ballarat Library and Learning, ensure a coordinated and standardised approach to technology learning program delivery
- Assist in forward planning by keeping up to date with community needs and trends in technology learning program delivery
- Identify gaps and develop new digital and creative technology learning programs as required
- Work collaboratively with internal and external partners and community organisations to deliver digital literacy programs and events of strategic mutual benefit
- Support the Digital Literacy (STEAM) teams to develop and deliver training programs to support high levels of competency in digital technology.
- Develop and Deliver training to staff to facilitate positive digital literacy outcomes

Library and Learning Services

- Assist patrons to become self-sufficient in the use of catalogues, digital services, and other information resources
- Organise, develop and conduct activities for adults, children and young people
- Promote the library services to children and adults via programs, visits, activities and promotional opportunities in community networks

Branch Responsibilities

- Provide support to the Branch Manager and oversee the day-to-day operations of the branch in their absence
- Perform all library duties such as: returns, loans, assistance with self-serve, memberships, overdue queries, cash management, lost items, shelving and other tasks as required
- Contribute to the branch collection development
- Adhere and explain, where necessary, to staff and patrons, all policies and procedures of the library service

Other Duties

- This position may be required to work at any library location, depending on business needs and operations.

POSITION DESCRIPTION

- Responsibilities and duties included in this Position Description are subject to the Multi-skilling Provisions of the relevant Award and/or Enterprise Agreement.

REPORTS TO:	DIRECT REPORTS:
Coordinator Ballarat Library and Learning	N/A
ORGANISATIONAL RELATIONSHIPS	
Internal:	External:
<ul style="list-style-type: none"> Library employees Learning community employees Other Council employees 	<ul style="list-style-type: none"> Members of the general public Community groups Education providers

Accountability and Extent of Authority

- Ability to set priorities to achieve the best training service possible within budget and organisation constraints, and to implement agreed plans to promote and support the technology learning program.
- Accountable for the confidentiality of all sensitive information accessed or determined during the course of his/her employment.
- Provision of specialist advice to subject to clear guidelines within the limits of their skills, competence and training.
- Provision of direct support and assistance to the Branch Manager and the freedom to act is not limited simply by standards and procedures.

Judgement and Decision Making

- Authority to make decisions on operational matters regarding the day to day running of the technology learning program.
- Objectives of work are well defined but the particular method to use must be selected from a range of available material alternatives.
- Some creativity in decision making is required to address more complex or technical matters that are not always limited simply by standards and procedures.
- Guidance and support may be available from the Team Leader or Coordinator within the required time to make a decision.

Specialist Skills and Knowledge

- A comprehensive understanding and knowledge of adult learning needs, training methods, trends, practices and issues.
- Ability to create learning programs that account for a variety of learning styles and conduct training in both one to one and group training environments.
- Understanding of digital literacy development and advanced skills in the use of related technology and applications demonstrated by the use of digital equipment including hand held devices and emerging technologies.
- Knowledge and understanding of library objectives, functions, systems, policies and procedures.
- Understanding of social and cultural diversity in the community with the ability to deal with a diverse range of customers.
- Strong technical skill and computer literacy with ability to access electronic resources.

POSITION DESCRIPTION

Management Skills

- Ability to work autonomously to manage the operational requirements of the technology learning program.
- Skills in managing time, setting priorities, planning and organising own work so as to achieve specific and set objectives.
- Supervisory and evaluation skills, and an ability to implement personnel practices.

Interpersonal Skills

- Ability to communicate sensitively and effectively with a range of people from diverse backgrounds, cultures and abilities
- Respond in a co-operative, patient and courteous manner to all situations which arise within the work environment
- Ability to respond positively to change and pressure in a busy and demanding environment
- Ability and confidence to seek opportunities to engage with customers
- Ability to write reports and prepare correspondence in respect of key responsibilities and to present on relevant topics to community groups and organisations as required.

Qualifications and Experience

- Completion of a degree course or through lesser formal qualifications with relevant work skills and eligibility for professional membership to ALIA
- Certificate IV – Training and Assessment desirable
- Demonstrated experience in the delivery of digital literacy based training.
- Demonstrated skills and aptitude developed in a customer service environment.
- Extensive knowledge of Microsoft Office products and a variety of ICT applications.
- Working with Children Check.

From a Health & Safety perspective the City of Ballarat requires all employees adhere to the following:

- Report hazards, incidents, injuries, and unsafe practices as soon as possible.
- Constructive participation in investigations and assistance in implementing corrective actions.
- Wear PPE and follow safe work procedures as directed.
- Constructively participate in monthly team meetings.
- Comply with the City of Ballarat safety system.
- Participate constructively in all forums set up to investigate, improve or communicate safety.

SELECTION CRITERIA

- Qualifications and experience as listed above.
- Demonstrated ability to champion, model and promote the corporate values.
- Demonstrated experience in the development and delivery of digital literacy based training with a strong understanding of adult learning needs and the principles of effective training and development.
- Extensive knowledge and proficiency using ICT including software, devices, and social media.
- Knowledge and understanding of emerging and creative technologies in a library environment
- Knowledge and understanding of health and safety issues relevant to work activities and work area.

POSITION DESCRIPTION

City of Ballarat Core Values

<p>We are honest and transparent</p>  <ul style="list-style-type: none"> • We tell the whole story. • We provide a context and rationale for our decisions. • We trust each other enough to be honest. 	<p>We are accountable</p>  <ul style="list-style-type: none"> • We do what we say we will do, when we say we will do it. • We learn from our mistakes and celebrate our successes. • We back up our teammates and also hold them to account with kindness and respect. 	<p>We value everyone</p>  <ul style="list-style-type: none"> • We show respect to everyone, even if we disagree. • We ensure everyone has access to opportunities. • We are approachable regardless of our position in the organisation. 	<p>We work with and for our community</p>  <ul style="list-style-type: none"> • We seek to understand our community's needs and take action to meet those needs. • We engage with our community and share what we are doing and why. • We manage our resources responsibly and sustainably. 	<p>We work together</p>  <ul style="list-style-type: none"> • We work towards common goals. • We support each other through the highs and lows. • We look for the best in each other.
---	---	---	---	--

The City of Ballarat is committed to being a child safe organisation and has zero tolerance for child abuse and harm. We are committed to providing an environment and culture that promotes the safety, health and well-being of children and young people and which provides a voice to all children, including those from an Aboriginal and Torres Strait Islander background, with disabilities and from culturally, religiously and linguistically diverse backgrounds. We have policies, procedures and training in place that support our employees, volunteers and contractors to achieve these commitments and to ensure all children are listened to, their views respected, and their contribution recognised to ensure Council environments are safe.

ACKNOWLEDGEMENT

Please sign and date to acknowledge you have read and understood this position description.

Name:	Signature:	Date:
-------	------------	-------