



**POSITION:** Cranbourne and Digital Engagement Manager  
**CLASSIFICATION:** Band 6  
**REVIEW DATE:** July 2025

## Connected Libraries

Connected Libraries (CL) is a large Not for Profit public library service in Southeast Victoria providing services to community in the City of Casey. We are funded by Casey Council and the State Government. We support a rapidly growing and diverse community of more than 400,000 people.

Our libraries are located at Cranbourne, Doveton, Endeavour Hills, Hampton Park, Bunjil Place - Narre Warren, and a Library Lounge at Cranbourne West Community Hub. We have Library Lockers available at Cranbourne West, Manna Gum Family and Community Centre and Orana Community Place.

## Our Vision

Inspiring spaces where everyone is free to discover possibilities.

## Our Values and Guiding Behaviours

### Connection

- We create spaces where people feel that they belong
- We find ways to share our common humanity, interests and passions
- We strive to be fully present and intentional in our interactions with others

### Creativity

- We love learning and trying new things
- We challenge the status quo if we believe a better way is possible
- We support different ideas and allow others to give things a go

### Enrichment

- We look for ways to empower others to learn and participate
- We strive to provide experiences that enhance the quality of a person's day and life
- We provide opportunities for people to explore what is possible

## Our Approach

- We put people first
- Pay it forward
- Follow up and reciprocate good deeds
- Help each other grow
- Share our stories and learn from each other
- Share ideas freely
- Quick little steps
- Give new things a go
- Momentum not perfection

### Humour

- Humour helps us to connect with each other
- We like to laugh, bringing smiles to other people
- We use humour to break down barriers and create a positive experience for everyone

### Kindness

- We are mindful of peoples feelings
- We are kind and compassionate and look for the best in others
- We are accountable for our own behaviour and appreciate the differences in others

### Teamwork

- When we all contribute we excel
- We play to each others strengths
- We can achieve our goals together

- Encourage each other to take calculated risks
- Build confidence and resilience by working to our strengths
- Encourage authentic and courageous conversations
- Embrace the opportunity to learn when, things don't go as planned
- Acknowledge our partners
- Celebrate success



## Position Objectives

### Operational

- Deliver innovative, customer focused service consistent with CL vision, values and objectives (CL Strategic Plan)
- Provide senior leadership for Cranbourne Branch and Library Lounge team
- Lead the digital literacy team to deliver innovative programming through effective and engaging channels for staff and community
- Actively engage and interact with library staff, the community in the library, online and outside the four walls of the Library
- Provision of resources, support and assistance to library staff and library users

### Strategic

- Contribute to the development of an innovative, customer focused library service, building capacity in our communities
- Contribute to development and achievement of CL strategic goals and plan
- Contribute to the continuous improvement and development of CL by participating in activities and service development such as: library and learning staff forums, training programs, specialist meetings as required and meetings with your manager
- Collaborate with other teams to build effective training, services and resource provision
- Nurture partnerships with other organisations including schools, community organisations and other local government services
- Alongside the General Manager, Customer Experience seek external funding opportunities and alternative revenue source partnerships

## Key Responsibilities and Duties

### 1. Leadership

- Develop agreed branch, lounge and digital literacy business plans, complete performance reviews, increment reviews, performance management and identify training needs
- Provide effective lines of communication to all CL staff
- Provide positive leadership to build a cohesive, customer focused team
- Proactively promote the library
- Provide leadership in Digital Literacy, including developing the Digital Literacy Team and assigning project work to team members
- Active participation on the Leadership Team, and support and advise the Executive Team as required
- Demonstrated commitment to continuous improvement

### 2. Management

- With General Manager, Customer Experience, develop agreed branch business plans, complete performance reviews, increment reviews, performance management and identify training needs
- Manage branch resources and workflows in accordance with CL policies and practices; report building, cleaning and maintenance matters promptly
- Train and induct new staff at branch level in accordance with CL policies and procedures and human resources standards
- Manage and approve timecards fortnightly within EA and Award conditions and coordinate branch roster in consultation with team members and Administration
- Engage in ongoing professional development, awareness and involvement in public libraries
- Manage assigned resources in line with CL's policies and practices
- Coordinate and review CL's online subscription services, including e-learning, e-experiences and databases.

### 3. Risk Management



- Implement OHS Policy procedures and legislative requirements in accordance with the OHS Act 2004
- Ensure that all OHS incidents are reported, documented and followed through
- Induct all team members on OHS matters
- Implement a culture of child safety throughout the library so that child safety is part of everyone's everyday thinking and practice
- Ensure CL human resource policies and standards are upheld by all staff
- Knowledge of the Victorian Local Authorities Award 2015, Enterprise Bargaining, Fair Work Act 2009 & OHS legislation, Child Safety Standards

#### **4. Customer Experience**

- Develop and maintain a culture of outstanding customer experience
- Ensure library is an inspiring space for the community with a high presentation standard, accessible collections, welcoming comfortable facilities and promotional material
- Respond to complaints and incidents in accordance with CL policies and procedures
- Reinforce training of team members in information service provision using print, electronic and web-based resources
- Promote digital literacy and library services to the City of Casey community

#### **5. Community Engagement**

- Develop, deliver and evaluate community programs that support CL strategic goals and reinforce CL key messages
- Actively seek, develop and maintain partnerships with internal and external organisations
- Engage the community through events and activities that challenge the traditional perceptions of library services

#### **6. Digital Literacy**

- Competency in the use of a range of information technology and software tools in the provision of library services
- Willingness to embrace emerging and innovative technologies
- Ensure team are skilled to demonstrate to library members self-service technology, use of the catalogue, access to electronic resources and databases, and to maximise use of information services
- Contribute, develop and deliver staff training and relevant documentation, in conjunction with the Digital Literacy Team and Leadership Team for the provision of an excellent customer experience
- Knowledge of current and popular social media and online publishing platforms
- Commitment to ongoing professional development
- Contribute to the development and coordination of CL policies
- Oversee and support the Digital Literacy team in the development and delivery of staff training
- Provide and maintain access to relevant online resources for library users and staff
- Seek grants funding and participate in grant acquittals and reporting as required

#### **7. Collection**

- Contribute to development of the library collections through participation in the Library Collections Team
- Undertake collection management in line with CL Collection Management policies
- Promote collections through displays and Reader Development activities

#### **8. Information Services**

- Advise and assist library users to find materials and/or information
- Have a good knowledge of CL's collection and online resources and an awareness of Libraries Victoria resources
- Support library users to become self-sufficient in the use of catalogues, electronic services, and other information resources
- Contribute to CL's online presences – photos, stories, suggestions and more



## Selection Criteria

- Degree or Post Graduate Diploma in Librarianship/Information and Knowledge Management (or relevant discipline) with eligibility for membership of the Australian Library and Information Association
- OR
- Equivalent formal qualifications in another discipline with relevant work skills and experience commensurate with the requirements of the role
- Proven ability to drive and motivate team members in a collaborative and supportive manner through change and innovation
- Demonstrated library expertise in leading teams through strategic service delivery and development
- Excellent interpersonal and communication skills with the flexibility to adapt and lead a dynamic team to ensure high performance and positive community outcomes.
- Time management, organisational and planning ability to balance conflicting priorities of branch and specialist needs
- Passion to serve a diverse community in a fast-paced, ever evolving library environment
- Ability to work independently and as part of a teams across departments and within project working groups to meet organisational strategic outcomes
- Knowledge of collection management processes and electronic library resources and databases
- Driver's licence essential
- Working with Children Check

## Organisational Relationships

Reports to:	General Manager, Customer Experience
Supervises:	Library Lounge Team Leader and Digital Literacy Team Leaders and Cranbourne Branch Staff
Internal liaisons:	Executive Team, Leadership Team, Regional Support and all staff
External liaisons:	Library members, members of the community, schools, vendors, External Library Service staff, community groups, e resource and database providers and training providers

## Accountability and Extent of Authority

- Manage resources, including those in branch, in line with CL's policies and practice
- Assist and decide on appropriate response to difficult library users and emergency situations
- Accountable for applying Library policies, practices, procedures and standards relating to the delivery of service to library members
- Select stock for purchase, reallocation or withdrawal in line with Collection Management policies
- Set priorities for Cranbourne Library, Library Lounges and Digital Literacy services in consultation with the General Manager, Customer Experience and monitor related budgets
- Coordinate digital literacy services and program activities, organising publicity and promotion in conjunction with Marketing Manager
- Oversee Databases and e-resource performance and work together with Collections and Local History Manager for future planning
- Provide advice to ensure the development and delivery of relevant activities and outcomes in line with the Library Plan, in consultation with the General Manager, Customer Experience
- Maintain good relationships with library users, Council staff or others responsible for the provision services in the community
- Performance focused on increasing membership and building on program deliverables and participation
- Use of OneCouncil to approve purchase orders as per financial delegations

## Judgment and Decision Making

- Make decisions on day to day running of the branch, lounges and digital literacy
- Participate in decision making as a member of the Leadership Team



- Seek continuous improvement by applying previous experience to new situations, using guidance and advice from members of the Leadership Team
- Participate in policy, service planning and decision making and recommend new policies, ideas and directions including those for Digital Literacy

### **Specialist Skills and Knowledge**

- Understanding of the strategic objectives of CL
- Understanding and knowledge of information service provision
- Demonstrated knowledge and experience of Library Management systems
- Ability to inform the development of policies and strategies for the library service
- Knowledge of safe work practices for circulation work and branch operations
- Ability to relate and engage with the community, and understand their behaviour and development across all ages, abilities and cultural background
- Familiarity with relevant budgeting techniques
- Ability to contribute to the creation of policies and strategies for the library service
- Knowledge of safe work practices for circulation work and branch operations
- Ability to source information across varied platforms
- Knowledge of Child Safety standards

### **Managerial Skills**

- Ability to implement personnel practices including those related to equal opportunity, occupational health and safety, training and development
- Ability to achieve strategic objectives within timeframes and budget
- Ability to train and supervise staff in the execution of established procedures and lead teams
- Demonstrated skills in setting priorities time management, planning, and organising one's own work and that of the team
- Emotional intelligence and sound judgement for problem-solving
- Assist other staff to understand the objectives of Library Lounges and Digital Literacy

### **Interpersonal Skills**

- Ability to gain assistance and cooperation from community members, community organisations and staff
- Ability to motivate and develop staff, and lead teams in accordance with CL Values
- Ability to develop excellent working relationships with a range of external service providers
- Strong oral and written communication skills, preparation of reports and presentation skills
- Excellent communication skills with diverse community members and staff
- Ability to handle dissatisfied library users in a friendly manner and deescalate high risk situations
- Ability to have a flexible approach to work and changing priorities
- Approachability and awareness of library and community member needs
- Ability to communicate and build positive relationships with external stakeholders and organisations

### **Qualifications and Experience**

- Degree or Post Graduate Diploma course in Library and Information Management with some relevant work experience, preferably in a public library  
OR
- Equivalent formal qualifications in another discipline with relevant work skills and experience commensurate with the requirements of the role

### **Conditions of Employment**

Conditions of employment are as per the Connected Libraries Enterprise Agreement, policies and procedures and the letter of offer.

- **Employment Status** - Prior to commencement of duties the successful applicant must provide proof of permission to work in Australia



- **Health Declaration** – the preferred applicant will be required to complete a Health Declaration form as part of the conditions of employment
- **Hours** – include rostered day, evenings and weekend shifts and are based on the full time 35 hour a week employment model
- **Multiskilling** – The employee may be directed to carry out any duties within the limit of his/her skills, competence and training, provided that such duties do not promote a narrowing of their skill base
- **Qualifying Period** – As per the Fair Work Act 2009 and Regulations – 6 months
- **Recreation Leave** - Annual leave must be taken at times that are mutually agreeable to both employee and employer, within twelve months of it falling due
- **Risk Management** – Employees are responsible for taking all reasonable steps to ensure they are aware of the inherent risks associated with their work and for taking appropriate action to minimise or eliminate such risks
- **Personal Leave** - A medical certificate may be required for any absence and must be provided for sick leave exceeding three working days or absence on the working day before or after a rostered day off (if applicable), annual leave, LSL or public holiday
- **Smoking** - Smoking is prohibited within all Library buildings and vehicles
- **Working with Children Check** – mandatory (Child Safe Standards 2017)
- **Police Check** – Mandatory

## Inherent Physical Requirements

It is important that an employee understands the physical requirements involved in carrying out the duties of the positions.

Requirements	Frequency		
	Possible	Occasionally	Regularly
<b>Passive</b>			
Ability to stand for extended periods for the purpose of using a computer		✓	
Ability to sit for extended periods for the purpose of using a computer, travelling to various locations and attending a range of meetings			✓
Ability to read computer screens and fine print on documents for the purposes of researching various policy options			✓
Ability to communicate clearly both verbally and written			✓
<b>Manual Handling</b>			
Repetitive arm movements and manual dexterity for undertaking computer work and handling documents and files			✓
Issue and return of library materials using scanners and docket printers			✓
Lifting of stock and library materials onto and off shelving			✓
Pushing book trolleys			✓
Lifting and moving of boxes and files on a regular basis			✓
<b>Agility</b>			
Bending and stretching, including knee bending			✓

***Note:** This template does not represent an exhaustive account of all job factors however it forms a basis to guide staff and medical professionals as to the activities for which a personal capability must be sustained.*



All staff are reminded that they should follow Health and Safety regulations and the Connected Libraries Health and Safety Manual Handling Policy when performing their duties.

**Staff Member:**

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**Signature:**

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**Date:**

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**Authorised:** Janine Galvin (General Manager, Organisational Development)

**Date:** July 2025