CL

POSITION:	Library Lounge Team Leader
CLASSIFICATION:	Band 5
REVIEW DATE:	September 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 branch libraries are located at Cranbourne, Doveton, Endeavour Hills, Hampton Park, and Bunjil Place in Narre Warren. We also have a Library Lounge at Cranbourne West Community Hub, and another opening in early 2026 at Clyde Township Family and Community Centre. Library Lockers are located 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

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

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

- 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 and customer focused service consistent with CL vision, values and objectives (CL Strategic Plan)
- Ensure the smooth operations of our Library Lounges
- Actively engage and interact with the community in the library, online and outside the four walls including supporting library locker usage.
- Provision of support and assistance to all library users

Strategic

- Contribute to the development of innovative and 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, team meetings as required and meetings with your specific Team Leader
- Nurture and develop partnerships with other organisations including schools, community organisations and other local government services

Key Responsibilities and Duties

1. Leadership

- Oversee the day-to-day operations of the Clyde Township and Cranbourne West Library Lounges. and staff
- Work with onsite partners to provide a cohesive service experience for Hub visitors
- Provide effective lines of communication to all branch staff and CL staff
- Provide positive leadership to build a cohesive, customer focused Library Lounge team
- Proactively promote the library
- Provide mentorship and staff training as required to support the professional development of team members
- With Manager, develop agreed Library Lounge business plans, complete performance reviews, increment reviews, performance management and identify training needs

2. Risk Management

- Adhere to OHS Policy procedures and legislative requirements
- 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
- Contribute to the safe working environment in accordance with the OHS Act 2004, regulations and CL policies
- Ensure CL human resource policies and standards are upheld by all staff

3. Customer Experience

- Develop and maintain a culture of outstanding customer experience
- Ensure Library Lounges are an inspiring space for the community with a high presentation standard, accessible collections, welcoming comfortable facilities utilising suitable promotional material where needed
- Deal with 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
- Lead by example when delivering front facing customer service.

4. Community Engagement

- Develop, deliver and evaluate community programs that support CL strategic goals

- 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
- Promote information literacy and library services

5. 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
- Assist 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
- Participate in the selection and evaluation of online resources and services for the library

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 technologies
- Active training and support to other staff
- Knowledge of current and popular social media and online publishing platforms

7. Collection
- Undertake collection management in line with CL Collection Management policies
- Display and promote collection
- Plan and deliver digital literacy classes relating to library collections and promoting e-resources

Selection Criteria
- Library qualifications conferring eligibility for professional membership of the Australian Library & Information Association
  OR
- Lesser formal qualifications with relevant work skills and experience commensurate with the requirements of the work required
- High level customer service skills
- Proven supervisory and management skills within busy team environments
- Well-developed interpersonal and communication skills with the ability to communicate with all ages, across all levels of the community
- Ability to work independently and as part of a team to meet organisational strategic outcomes
- Knowledge of collection management processes
- Excellent information technology and problem-solving skills with a range of information technology and software tools
- Ability to manage capacity of staff to deliver an engaging range of programs and services to meet community expectations
- Demonstrated ability to lead and motivate staff within a team environment
- Time management, organisational and planning ability
- Driver's licence essential
- Working with Children Check

Organisational Relationships
Reports to: Cranbourne and Digital Resources Manager
Internal liaisons: Leadership Team, Cranbourne Branch, Regional Support, and all staff
External liaisons: Library members, members of the community, schools, community groups, service organisations and training providers

Accountability and Extent of Authority
- Authority to operate within established policies and procedures

- To ensure the community observe the conditions of use of the library
- Responsible for the quality and timely provision of customer service
- Show focused on increasing membership and building on program deliverables and participation
- Set priorities for services for Clyde North and Cranbourne West Library Lounges in consultation with the Cranbourne and Digital Resources Manager and monitor related budgets

Judgment and Decision Making
- Make decisions on day to day running of Clyde North and Cranbourne West Library Lounges
- Suggest stock for purchase, reallocation or withdrawal in line with Collection Management policies
- Decide on appropriate response to difficult library users and emergency situations
- Respond to customer feedback in writing, under the guidance of the Cranbourne and Digital Resources Manager
- Decide on priorities for staff tasks and in circulation matters
- Participate in decision making as a member of the Leadership Team
- Act in accordance with established policies and procedures

Specialist Skills and Knowledge
- Familiarity of the resources available in CL collections
- Experience with Library Management Systems
- Knowledge of CL policies and procedures
- Understanding of the strategic objectives of the Connected Libraries
- Knowledge of safe work practices for circulation work and branch operations
- Experience working with computers, photocopiers, information technology and social media
- Ability to run programs for all ages
- Ability to source information across varied platforms
- Knowledge of Child Safety standards

Managerial Skills
- Manage own time, set priorities, plan and organise work to achieve strategic objectives
- Ability to train and supervise other staff in the execution of established procedures and oversee small project teams
- Ability to develop staff, ability to plan and organise others work to achieve objectives in the most efficient way
- Emotional intelligence and sound judgement for problem-solving
- Ability to implement personnel practices including those related to equal opportunity, occupational health and safety and training and development

Interpersonal Skills
- Excellent communication skills with all community members and staff
- Ability to handle dissatisfied community members in a friendly manner and deescalate high risk situations
- Approachability and awareness of library and community members needs
- Ability to write reports and prepare correspondence in respect of key responsibilities
- Ability to have a flexible approach to work and changing priorities

Qualifications and Experience
- Degree or Diploma course in Library and Information Management with some relevant work experience, preferably in a public library
  OR
- Lesser formal qualifications with relevant work skills and experience commensurate with the requirements of the work required

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)

Inherent Physical Requirements

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

Requirements	Frequency		
Passive	Possible	Occasionally	Regularly
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			✓
Manual Handling			
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			✓
Agility			
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:

Signature:

Date:

Authorised: Janine Galvin (General Manager, Organisational Development)
Date: September 2025