



POSITION:	Local History Team Leader
CLASSIFICATION:	Band 5
REVIEW DATE:	November 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)
- Actively engage and interact with the community in the library, online and outside the four walls
- 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. Local History

- Management and development of the Connected Libraries' Local History Archive
- Facilitate the inclusion of digitised local history content via the library catalogue, for public access
- Lead the Local History Reference Group in collaboration, partnerships and promotion around local history of the area
- Provide advice and assistance to the City of Casey in matters of local history and heritage
- Together with the Collections and Local History Manager, develop and deliver on agreed Local History Strategy.

2. Community Engagement

- Curate local and family history content on Connected Libraries website and social platforms
- Develop and maintain partnerships with internal and external organisations
- Promote local history, family history and library services
- Present local and family history events to library members, local schools, and community groups
- Research and develop content for, and maintain Connected Libraries and Casey Cardinia Heritage social pages

3. Leadership

- Consistently uphold CL values and guiding behaviours
- Excellent communication skills, providing effective lines of communication with staff
- Provide positive guidance to build a cohesive, customer focused team and leadership
- Proactively promote the library and provide guidance to team members in local and family history
- Provide staff training as required
- Provide support to the Branch Managers and act in their stead when they are absent

4. Risk Management

- Adhere to OHS Policy procedures and legislative requirements
- Ensure that all OHS incidents are reported, documented and followed through
- Implement a culture of child safety throughout the library and outside the four walls 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

5. Customer Experience

- Develop and maintain a culture of outstanding customer experience



- Ensure local history reference content is available for community research, whilst maintaining the special requirements of the Archive
- Ensure the library is 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
- Explain policies and procedures to community members as required

6. Information Service

- Provide high level information and/or research services to residents, Council Officers and researchers
- Train staff in how to assist users with straightforward Local or Family History enquiries
- Attend relevant professional development courses and represent CL in relevant internal and external local and family history meetings
- Advise and assist library members to find materials and/or information
- Have a thorough knowledge of CL's collection and online resources and an awareness of Libraries Victoria resources
- Assist library members to become self-sufficient in the use of catalogues, electronic services, and other information resources
- Assist with general regional information requests
- Contribute to CL's online presences – photos, stories, suggestions and more

7. 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
- Maintain personal competency levels via regular use, training and coaching of staff
- Active training and support to other staff
- Knowledge of current and popular social media and online publishing platforms
- Undertake one-on-one and group training, for both library staff and library members, in digital literacy topics

8. Collection

- Undertake collection management in line with CL Collection Management policies
- Display and promote collection
- Collection Development relating to local history
- Facilitate the inclusion of digitised local history content via the library catalogue, for public access
- Plan and deliver training relating to Local and Family History library collections and promoting e-resources

Selection Criteria

- Library qualifications conferring eligibility for professional membership of the Australian Library & Information Association
or
- Qualifications and experience in records and archival management, museum studies or history
- High level customer service skills
- 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 problem-solving skills with a range of information technology and software tools
- Experience in delivering programs and training to community of all ages, abilities and cultural backgrounds with an interest in Local and Family history
- 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: Collections and Local History Manager
Internal liaisons: Executive Team, Leadership Team, Cranbourne and Digital resources Manager, Regional Support and all staff
External liaisons: Library members, members of the community, schools, community groups, Council staff 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
- For efficient operation of the branch when Senior on Duty or when the Branch Manager is absent

Judgment and Decision Making

- Decide on appropriate response to difficult library users and emergency situations
- Act in accordance with established policies and procedures

Specialist Skills and Knowledge

- Knowledge of Australian and Victorian history, interest and knowledge of local history
- Working knowledge of archives and/or local history museums
- Ability to effectively co-ordinate local history research and services and local archives (including the appropriate storage of historical records and physical collections)
- Experience with Library Management Systems and relevant museum/archive software
- Knowledge of CL policies and procedures
- Understanding of the goals of the Connected Libraries
- Knowledge of safe work practices for circulation work, branch operations and local archives
- Experience working with computers, photocopiers, information technology and social media
- Ability to run programs for all ages and abilities
- Ability to source information across varied platforms
- Knowledge of Child Safety standards

Managerial Skills

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

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 & information management with some relevant work experience, preferably in a public library
OR
- Qualifications and experience in records and archival management, museum studies or history



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 Corporation buildings and in Corporation vehicles
- **Working with Children Check** - mandatory (Child Safe Standards 2017)
- **Police Check**

Inherent Physical Requirements

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

Requirements	Frequency		
Movement	Possible	Occasionally	Regularly
Ability to sit or stand for extended periods			✓
Change Posture (e.g. move from sitting to standing)			✓
Use stairs	✓		
Bend or Twist the Back		✓	
Movement of Neck			✓
Climb (e.g. ladders)		✓	
Crawling		✓	
Kneeling or Squatting		✓	
Repetitive Movements of the Hands/Arms			✓
Keyboard/Mouse use for extended periods			✓
Strength	Possible	Occasionally	Regularly
Lift from Floor Height: 2kg to 11kg			✓
Lift from Waist Height: 2kg to 11kg			✓
Lift above Shoulder Height: 1kg to 2kg			✓
Carry Loads: 2kg to 11kg			✓
Push/Pull loads: 2kg to 11kg			✓
Lift/Carry Awkward Size Loads			✓
Reach for Objects			✓
Work with Arms above Shoulder Height		✓	
Vision	Possible	Occasionally	Regularly
PC Monitor Use			✓
Reading			✓



Auditory	Possible	Occasionally	Regularly
Speaking			✓
Listening			✓
Use of Telephones / Headsets			✓
Equipment	Possible	Occasionally	Regularly
Drive Standard Vehicle (Car/Van)		✓	
Operate Local History/IT Equipment			✓

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 is 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: November 2025