



POSITION: Digital Literacy Team Leader
CLASSIFICATION: Band 5
REVIEW DATE: February 2026

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 392,000 people.

Our branch libraries are located at Cranbourne, Doveton, Endeavour Hills, Hampton Park, and Bunjil Place in Narre Warren. We also have a Library Lounges at Cranbourne West Community Hub and Clyde Township Family and Community Centre. Library Lockers are located at our library lounges and 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 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
- Assist in provision of an effective and efficient Digital Literacy programs and services

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

- 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 this area
- Provide staff training as required
- Provide support to the Branch Managers and act in their stead when they are absent
- Together with the Cranbourne and Digital Resources Manager, develop and deliver on agreed Digital Literacy Strategy and Action Plan

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 and regular reports at branch meetings
- 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

3. Customer Experience

- Develop and maintain a culture of outstanding customer experience
- 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

4. Community Engagement

- Develop, deliver and evaluate community programs that support CL strategic goals
- Develop and maintain partnerships with internal and external organisations
- Assist in the development and promote Digital Literacy programs and services

5. 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
- Provide leadership and support to the Digital Literacy team and staff involved in the provision of Digital Literacy related programs
- Assist the Cranbourne and Digital Resources Manager in the delivery of technology training to Digital Literacy team and staff to facilitate Digital Literacy growth, providing staff with the skills to assist community
- Delivery of Digital Literacy services and programs across relevant branches and within the community.
- Advise on policies and strategies to develop Digital Literacy programs
- Assist the Cranbourne and Digital Resources Manager to liaise with the Marketing team to facilitate the promotion of Digital Literacy services and programs
- Provide engaging Digital Literacy Programs across relevant branches to ensure high attendance rates, promote CL as key provider in the community and ensure longevity of programs.
- Providing support of delivery of technology related projects and programs
- Coordinate with General Manager, Finance and Digital Operations on the management and operation of CL's games consoles and content, and other digital devices
- Alongside the Digital Operations and Marketing Team contribute to the development and management of the intranet as a tool for staff communication and information dissemination

6. Collection

- Assist the development of library collections in line with CL Collection Management policies
- Plan and deliver Digital Literacy classes relating to library collections and promoting e-resources

7. Staff Training and Public Programs

- Work with the Digital Literacy and Customer Experience team to identify, plan and develop guidelines and training for staff for public programs
- Develop and deliver Digital Literacy programs and activities for the public
- Train staff to deliver Digital Literacy programs and activities for the public
- Develop and maintain partnerships with internal and external organisations
- Promote information literacy and library services
- Promote the library service to relevant outside agencies and stakeholders
- Gather user feedback and experience to assist in the development of CL's digital services

8. Library Management System

- Assist the Digital Operations team on introducing new or maintaining existing ILMS technology
- Assist in managing the intranet content and information for staff dissemination

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 leadership experience
- 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
- Proven experience in designing and delivering training programs to adult learners.
- Demonstrated ability to lead and motivate staff within a team environment
- Time management, organisational and planning ability
- Working with Children Check
- Driver's licence essential.



Organisational Relationships

Reports to:	Cranbourne and Digital Resources Manager
Supervisors:	Digital Literacy Officer
Internal liaisons:	Leadership Team, Children and Youth team, Outreach team, Regional Support and branch 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 community observe the conditions of use of the library
- For efficient operation of the branch when Senior on Duty or when the Branch Manager is absent
- Responsible for the quality and timely provision of customer service
- Performance focused on increasing membership and building on program deliverables and participation
- Support the promotion of CL digital literacy programs and services to external organisations in accord with CL policy and practice

Judgment and Decision Making

- Select stock for purchase, reallocation or withdrawal in line with Collection Management Policies
- Decide on appropriate response to difficult library users and emergency situations
- Decide on priorities for digital literacy tasks
- 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 goals of the Connected Libraries
- Knowledge of safe work practices for circulation work and branch operations
- Experience working with range of digital technology, computers, photocopiers, information technology, software tools 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
- Ability to train and supervise other staff in the execution of established digital technology procedures and oversee small project teams
- 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.
- Assist other staff to understand the objectives of digital literacy

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

- 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		
	Possible	Occasionally	Regularly
Passive			
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: February 2026