

POSITION DESCRIPTION

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| Position Title | Library Assistant |
| Position Number | 26172 |
| Division | Sport, Community & Activation |
| Branch | Community Outcomes |
| Grade | 5 |
| Special Requirements | Ability to work flexible hours and locations, including nights and weekends as per roster |
| Reports to | Team Leader Library Services |
| Physical and Environmental Demands | Manual Handling |
| Authorities | As applicable and as delegated by the General Manager |
| Key Direction/s | Welcoming – Embracing our vibrant and diverse community Liveable – Strong and integrated connections between our people and services |
| Position Purpose | |
| To assist in the delivery of a quality library service in a dynamic and fast-growing community. | |
| Key Result Areas | |
| <ul style="list-style-type: none"> • Library and Customer Services. • Collection Resource Management • Community Learning and Engagement • Core Corporate Values | |
| Key Duties & Responsibilities | |
| Library and Customer Services <ul style="list-style-type: none"> • Provide circulation and information services including circulation of materials, library fees and reconciliation, notice processing and shelving • Operate library equipment and technology systems such as self-checkers advising and assisting clients with their use • Assists clients face to face, email and telephone enquiries covering all facets of circulation operations, lending and information services including basic reader's advisory, information and circulation enquiries • Assist clients in use of Internet and online resources as required • Assist in selection of library materials for outreach services, displays and programs | |

- Complete a monthly report and provide statistics as required
- Assist in the preparation of mail for delivery and in the daily sorting of mail
- Provides support to para and professional staff as required
- Act in accordance with Council's Fraud and Corruption Prevention Policy and Plan at all times as Council will not tolerate fraudulent or corrupt practices by its own staff, contractors or others working for Council.

Collection Resource Management

- Assist with collection management including labelling, end processing, identifying items for correction, repairs, weeding and replacement.
- Assist in data reporting, checking and correction

Community Learning and Engagement

- Assist in the coordination and delivery of Library programs including children's storytime, web training and visiting authors
- Promote and market the Library Services and resources through the community and online social networking
- Other relevant duties which may be required by the Team Leader or Manager from time to time

Customer Service

- Demonstrate a strong customer focus which is accurate, responsive, timely and courteous

Corporate Core Values

- Continuously display Council's Corporate Core Values of Leadership, Innovation, Partnership, Commitment, Safety and Customer Focus.

WHS Responsibility

- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work instructions and associated systems tools in their relevant work area

Risk Management Responsibilities

- To act at all times in a manner which does not place at risk the health and safety of anyone in the workplace.
- Responsible and accountable for taking practical steps to minimise Council's exposure to risks in so far as is reasonably practicable
- Must be aware of operational and business risks. Particularly:
 - understand and adhere to the principles of Risk Management within their job role;
 - assist Managers and Team Leaders in identifying risks and risk treatments in their job role;
 - provide input into various risk management activities;
 - report all emerging risks, issues and incidents to their manager or appropriate officer; and follow Council policies and procedures.

Essential and Desirable Criteria

Essential

- Higher School Certificate and or equivalent
- Demonstrated work experience in a customer service environment
- Demonstrated experience in marketing and promotional activities

- Basic knowledge of social networking tools and how they apply to the library
- Excellent communication and interpersonal skills
- Sound computer literacy and proficiency
- General knowledge of library policies and practices
- Ability to effectively organise and prioritize workloads
- Ability to work as part of a team environment with a customer focus
- Ability to adapt to a changing environment including new technologies
- Demonstrated ability to apply EEO and WHS principles
- Drivers Licence & Working with Children Check
- Ability to work flexible hours and locations, including nights and weekends as per roster

Desirable

- Completed or undertaking Certificate 3 in Library and Information Services or equivalent
- Demonstrated work experience in a public library
- Demonstrated experience in the presentation of children's programs

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| Prepared By | Manager Library Services |
| Date Prepared | Updated May 2024 |

I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position.

I understand that this position description may change with organisational requirements and the tasks and responsibilities outlined in the position description may vary from time to time.

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| Employee Name: | |
| Employee Signature: | |
| Date: | |