

## POSITION DESCRIPTION

<b>Position Title</b>	Library Technician
<b>Position Number</b>	26170
<b>Division</b>	Sport, Community & Activation
<b>Branch</b>	Community Outcomes
<b>Grade</b>	8
<b>Special Requirements</b>	Ability to work flexible hours and locations, including nights and weekends as per roster
<b>Reports to</b>	Team Leader Library Services
<b>Physical and Environmental Demands</b>	Manual Handling
<b>Authorities</b>	As applicable and as delegated by the General Manager
<b>Key Direction/s</b>	An Enriched and Connected Community
<b>Position Purpose</b>	
To deliver a high quality library service in a dynamic and fast growing community	
<b>Key Result Areas</b>	
<ul style="list-style-type: none"> <li>• <b>Library and Customer Services.</b></li> <li>• <b>Library Technologies.</b></li> <li>• <b>Collection Management.</b></li> <li>• <b>Community Learning &amp; Engagement.</b></li> <li>• <b>Corporate Core Values.</b></li> </ul>	
<b>Key Duties &amp; Responsibilities</b>	
<p><b>Library and Customer Services</b></p> <ul style="list-style-type: none"> <li>• Delivery of high quality customer service through the practice and adherence to customer service standards</li> <li>• Operates the circulation desk functions including circulation of materials, library fees collection and reconciliation, notice processing and shelving</li> <li>• Assists clients with face-to-face, email and telephone enquiries covering all facets of Lending and Information Services including reader's advisory, reference and circulation enquiries.</li> <li>• Provision of timely and accurate information to both internal and external clients</li> <li>• Assist clients in use of Internet and online resources as required</li> </ul>	

- Assist in selection of library materials for outreach services, displays and programs
- Assist as required to coordinate circulation desk services including volunteer support
- Assist in the preparation of mail for delivery and in the daily sorting of mail
- Provides support to professional staff as required
- Review processes and make recommendations
- Active team participation to achieve Section and Branch goals and objectives
- Complete a monthly report and provide statistics
- Provision of timely and accurate information to the Library Team
- Acts with probity and equity in all dealings
- Other relevant duties which may be required by the Team Leader or Manager from time to time

#### **Library Technologies**

- Provide technical support to Camden Libraries including hardware and software for systems including library management system, PC booking and printing/photocopying management system, self-service, WiFi, eResources, library programs and venue bookings, staff and public access computers
- Operate as the help desk liaison between IT Support Team and Libraries
- Contribute to the development, monitoring and review of usage of technologies within libraries with a view to improving utilisation and access for all customers
- Facilitate library notice and operational report generation from the library management system
- Deliver one on one and group training to library staff on library management systems as required

#### **Collection Management**

- To provide technical skills including accessioning, cataloguing materials and downloading records through Libraries Australia
- Maintain Inter-Library loans and provide basic training to staff

#### **Community Learning & Engagement**

- Coordinate, develop and review Home Library Service program
- Assist in the coordination and delivery of Library programs including storytime, web training and visiting authors
- Promote and market the Library Services and resources through the community and online social networking

#### **Customer Service**

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

#### **Corporate Core Values**

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

#### **WHS Responsibility**

- Implement, monitor and, or comply with Councils 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

- Diploma in Library and Information Services or equivalent, and/or proven work experience
- Current high level digital literacy skills, with the confidence to support customers with diverse technology including online and virtual collections and services, across multiple devices, platforms, apps and software
- Demonstrated library experience
- Demonstrated communication and organisational skills
- Ability to work as part of a team environment
- Ability to adapt to a changing environment including new technologies
- Current Drivers Licence and Working with Children Check
- Demonstrated ability to apply EEO and WHS principles

#### Desirable

- Knowledge of library practices and current trends in libraries
- Cataloguing experience
- Knowledge and experience in Libraries Australia and TROVE

<b>Prepared By</b>	Manager Library Services
<b>Date Prepared</b>	Updated August 2022
<p>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.</p> <p>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.</p>	
<b>Employee Name:</b>	
<b>Employee Signature:</b>	
<b>Date:</b>	