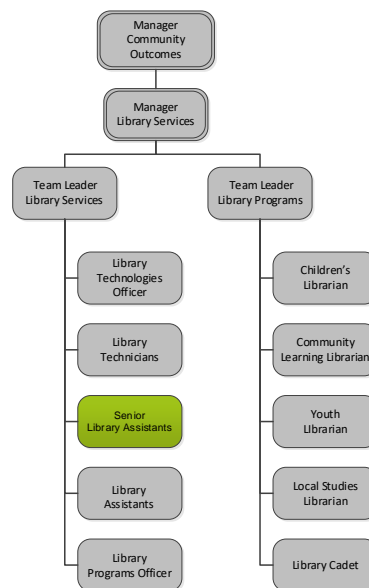


POSITION DESCRIPTION

Position Title	Senior Library Assistant
Position Number	26171
Division/Directorate	Sport, Community & Activation
Branch	Community Outcomes
Grade	6
Band and Level	Band 1 / Level 3
Special Requirements	Ability to work flexible hours and locations, including nights and weekends as per roster
Physical and Environmental Demands	Manual Handling
Reports To	Team Leader Library Services
Authorities	As detailed within the Delegation Register as delegated by the General Manager
Key Direction/s	Welcoming - Embracing our vibrant and diverse community Liveable – Strong & integrated connections between our people and our services

Reporting Structure



Position Purpose
To assist in the delivery of a quality library service in a dynamic and fast-growing community.
Key Results Area
<ul style="list-style-type: none"> • Customer Service – Create a customer centric service environment and reward service excellence. • Planning & Prioritise – Plan to achieve priority outcomes and respond flexibly to changing circumstances. • Deliver Results – Achieve results through efficient use of resources and a commitment to quality outcomes. • Display Resilience & Courage – Be open and honest, prepared to express your views, and willing to accept and commit to change. • Manage Self – Show drive and motivation, a measured approach, and a commitment to learning. • Value Diversity – Show respect for diverse backgrounds, experiences, and perspectives.
Key Duties & Responsibilities
<p>Library and Customer Services</p> <ul style="list-style-type: none"> • Provide circulation and information services including circulation of materials, cash/fine collection and reconciliation, notice processing and shelving at any of our branch libraries • Operate library equipment and technology systems such as self-checkers, advising and assisting clients with their use • Assist clients with 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 • Demonstrate a strong customer focus which is accurate, responsive, timely and courteous • 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 as required to coordinate circulation services including volunteer support • 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. <p>Collection Resource Management</p> <ul style="list-style-type: none"> • Assist with collection management including labelling, end processing, identifying items for correction, repairs, weeding and replacement • Assist in data reporting, checking and correction • Maintain local heritage materials and associated basic catalogue records in library management system <p>Community Learning and Engagement</p> <ul style="list-style-type: none"> • Assist in the coordination and delivery of Library programs including children's Storytime, webtraining 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 <p>Customer Service</p> <ul style="list-style-type: none"> • Demonstrate a strong customer focus which is accurate, responsible, 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

1. To act at all times in a manner which does not place at risk the health and safety of anyone in the workplace.
2. Responsible and accountable for taking practical steps to minimise Council's exposure to risks in so far as is reasonably practicable.
3. 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.

Records and Information Management Responsibilities

All staff must keep full and accurate records in accordance with Section 12(1) of the State Records Act 1998 and maintain legislative compliance.

Records in any format created or received must be captured into Council's business systems approved for record keeping in a timely manner ensuring compliance with Council's Policies, standards, procedures, and business rules.

Essential Criteria

1. Higher School Certificate or equivalent
2. Demonstrated work experience in a library
3. Demonstrated experience in promoting library services
4. Excellent communication and interpersonal skills
5. 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
6. General knowledge of library policies and practices
7. Ability to effectively organise and prioritize workloads
8. Ability to work as part of a team environment with a customer focus
9. Ability to adapt to a changing environment including new technologies
10. Demonstrated ability to apply EEO and WHS principles
11. Current Drivers Licence and Working with Children Check

Desirable Criteria

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

Prepared By	Manager Community Outcomes
Date Prepared	Updated June 2025
<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>	
Employee Name:	
Employee Signature:	
Date:	