

## POSITION DESCRIPTION

Library Assistant  
(Multiple)

<b>Directorate:</b>	Community & Culture	<b>Department:</b>	Library and Museum Services
<b>Position Grade:</b>	5	<b>Reports to:</b>	Branch Library Officer
<b>Last review:</b>	March 2019	<b>Next review:</b>	June 2020
		<b>Version No.:</b>	1.0

### Position purpose:

To deliver best practice library customer and network services through active engagement in a Branch customer service team and the delivery of quality programs and services relevant to local community needs.

### Key accountabilities/responsibilities:

Responsibilities include:

- 1) Implementing and supporting the development of the Library's vision, mission and plans; and supporting the delivery of quality branch customer services and targeted programs to address local community needs in the areas of collections, circulation and reader assistance, facilities, technology, marketing and outreach programs.
- 2) Contributing to continuous improvement in the planning and implementation of annual Customer Service Delivery and Improvement Plans.
- 3) Actively participating in and supporting the team of Branch staff to design, develop and deliver quality services to customers; through involvement in regular Branch staff meetings, individual work reviews; and communications.
- 4) Implementing best-practice library programs tailored to the needs of local branches, including recreational and/or educational programs; and those for identified priority local target groups.
- 5) Supporting communications and partnerships within the library service, Council and community stakeholders to facilitate effective services to, and support of, the Libraries' customers and network services.
- 6) Actively participating in Branch staff support, engagement and development activities including induction, recruitment, training (in line with the Library and Council Training Plans) and performance management.
- 7) Supporting within the Branch approved staff rostering and leave arrangements including evening shifts and weekend work. Work at, or rotate to, other branches when required.
- 8) Providing support to the Coordinator Customer & Network Services, Branch Librarian and Branch Library Officer at all times and other duties as required from time to time including coordinating volunteers.
- 9) Implementing WHS practices and supporting risk assessments.
- 10) Applying the principles of equity, EEO, cultural diversity and ethical practices so that clients are treated fairly and have equal access to information and services.
- 11) Follow Council's policies and procedures when carrying out work to ensure risks are managed. Report all incidents, risks and issues to Management on a timely manner.

### Decisions made in the position:

- 1) General customer service work

### Decisions referred:

- 1) Decisions referred to Branch Library Officer, Branch Librarian, Coordinator Customer & Network Services

## POSITION DESCRIPTION

Library Assistant  
(Multiple)

### Key issues/challenges:

- 1) Supporting Branch leadership in planning, customer service, teamwork and professional development, staff engagement in program development and performance management.
- 2) Participating as an effective member in staff teams, supporting customer engagement, development and communication programs within the Branch including regular customer satisfaction surveys, consultations on program priorities, and innovative communication strategies.
- 3) Implementing effective data collection systems to enable service evaluation and continuous improvement.
- 4) Reporting to the Branch Library Officer on customer needs and complaints.
- 5) Ensuring that day-to-day duties are completed on a timely basis and that agreed deadlines are met.
- 6) Handling money at the Customer Service Desk.
- 7) Supporting effective change management initiatives, exhibiting flexibility and adaptability and supporting the development of the Library Service to reflect changing community requirements.
- 8) Using a wide range of information technology and library equipment, including providing assistance with public access information technology and equipment.
- 9) Maintaining an up-to-date knowledge of customer services, library issues, as well as a current awareness of changing information technology.
- 10) Being familiar with and following established Library policies and procedures.

### Key working relationships:

- Branch Library Officer
- Branch Librarian
- Coordinator Customer & Network Services
- Manager Library and Museum Services
- Community
- Library Staff

## POSITION DESCRIPTION

Library Assistant  
(Multiple)

### POSITION SPECIFICATION

**Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.**

#### ESSENTIAL CRITERIA

##### Qualifications/Licences

- Higher School Certificate or equivalent.
- Class C Drivers Licence.
- This position is subject to a working with children check. Please provide your current working with children check verification number.

##### Experience

- Demonstrated experience working in a customer service environment including cash handling.
- Demonstrated ability to work within a team.

##### Knowledge and Skills

- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity.
- Good written and verbal communication skills including well developed literacy and numeracy skills.
- Digital Literacy including skills in using office equipment.

#### DESIRABLE CRITERIA

##### Qualifications/Licences/Experience/Knowledge and Skills

- Certificate III in Library and/or Information Services.
- Experience working in a public library.
- Storytelling skills and ability to facilitate hands on activities with children, youth, adults, seniors and community groups.

## **Our vision:**

**Aspiring to do great things – for ourselves,  
our community and our growing city.**

## **Our values:**

**Ambitious**

**Authentic**

**Collaborative**

**Courageous**

**Decisive**

**Generous**