

Directorate:	Community and Culture	Department:	Library and Museum Services		
Position Grade:	5	Reports to:	Branch Libraries Coordinator		
Last review:	August 2014	Next review:	August 2016	Version No.:	2.0

Position purpose:

To provide and promote the library service to customers.

Key accountabilities/responsibilities:

Responsible for:

- 1) Providing direct customer service in all aspects of circulation and reader's assistance, including evening shifts and weekend work.
- 2) Assisting with Routine internet enquiries and assisting customers in the use of technology as required.
- 3) Shelving library materials and ensuring the physical appearance of library collections is maintained.
- 4) Attending staff meetings and training sessions in order to ensure current professional awareness, alternating with other team members.
- 5) Working at multiple sites or rotating to all libraries when required.
- 6) Providing support to the Branch Libraries Coordinator and Branch Library Officer at all times including other duties as designated from time to time
- 7) Applying knowledge of equity, EEO, cultural diversity principles and ethical practices when dealing with staff and customers.

Decisions made in the position:

- 1) General customer services work

Decisions referred:

- 1) Decisions referred to Branch Library Officer, Branch Libraries Coordinator, Coordinator Library Network Services and Shift Supervisors.

Key issues/challenges:

- 1) Continuously improving library services to customers in co-operation with staff in a team based environment, in particular improving branch services to library customers in co-operation with the rest of the Network Services Team
- 2) Participating as an effective member in staff teams
- 3) Participating in the planning process for the Library
- 4) Ensuring that day-to-day duties are completed on a timely basis and that arranged deadlines are met
- 5) Being familiar with and following established Library policies and procedures

POSITION DESCRIPTION

Library Assistant (POS 1464)

Key working relationships:

- General Library Staff
- Supervisors and Service Manager Library and Museum Services
- Community
- Specialist Library Staff

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

- High School Certificate or equivalent
- Class C Drivers Licence

Experience

- Demonstrated experience working in a public library or customer service environment
- 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
- Computer skills including skills in using office equipment
- Good general knowledge of a wide range of subject areas including world current affairs

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Technology skills
- Experience working in a public library
- Cash handling skills

Our vision:

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

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous