

POSITION DESCRIPTION

Casual Library Assistant (POS 1464)

Directorate:	Community and Culture	Department:	Library and Museum Services
Position Grade:	5	Reports to:	Branch Libraries Coordinator
Last review:	August 2026	Next review:	August 2028
		Version No.:	2.0

Position purpose:

To promote the library services and deliver excellent customer service to library 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) Utilising library resources and technologies to engage and assist customers with information enquiries and helping customers in the use of technology and equipment as required.
- 3) Shelving library materials and ensuring the physical appearance of library collections is maintained.
- 4) Exhibiting flexibility and adaptability in a changing environment, taking responsibility for learning new skills and processes.
- 5) Working at multiple sites or rotating to all libraries when required.
- 6) Providing support to the Coordinator Library Customer Service, Team Leader Library Customer Service and Branch Library Officer at all times including other duties as designated from time to time
- 7) Applying the principles of equity, EEO, cultural diversity 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, Team Leader Library Customer Service, Team Leader Branch Support, Coordinator Library Customer Service and Shift Supervisors.

Key issues/challenges:

- 1) Ensuring that day-to-day duties are completed on a timely basis and that arranged deadlines are met
- 2) Being familiar with and following established Library policies and procedures
- 3) Providing a consistently high standard of library customer service to a diverse community
- 4) Processing and problem-solving transactions related to library customer accounts, including membership, loan, reservations and financial activities
- 5) Work collaboratively with staff in the team based environment to continuously improve library services, with a focus on enhancing branch services for customers

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Key working relationships:

- Branch Library Officer
- Team Leader Library Customer Services
- Team Leader Branch Support
- Coordinator Library Customer Service
- Manager Library and Museum Services
- Community
- 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**

- Be prepared, undertaking or have completed study towards a Library & Information qualification or equivalent
- This position is subject to a working with children check. Please provide your current working with children check verification number

Experience

- Demonstrated ability to interact confidently and communicate clearly with people
- 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
- Digital literacy including skills in using online reference resources, databases, computer skills and emerging technologies
- Enthusiasm and awareness of the role of public libraries in the community
- Strong communication and literacy skills, both verbal and written

DESIRABLE CRITERIA**Qualifications/Licences/Experience/Knowledge and Skills**

- Certificate III in Library and/or Information Services
- Previous experience working in a public library
- Class C Drivers Licence

Our vision:

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

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous