

Position Description – Library Assistant – Outreach Programs



POSITION NUMBER:	TBD
DIVISION:	Human Services
HOURS PER WEEK:	10.5
AWARD:	Local Government (State) Award
GRADE (SAS):	10 (Temporary position – 12months)
LOCATION:	Lane Cove Library
POSITION REPORTS TO:	Young Persons Librarian
POSITIONS REPORTING DIRECT TO THIS POSITION:	Nil

Accountability Objectives

To contribute to the provision of quality customer and information services at Lane Cove Library. This position will primarily assist with services to young persons and in providing a quality Home Library Service to Hunters Hill residents.

Position Description Coverage

This Position Description is not a complete statement of all the Accountabilities, Responsibilities, Tasks and Outcomes etc. associated with the role. It is intended only to be indicative and descriptive of the role with the incumbent required to undertake any and all tasks requested that are within their skills, competence and training.

Principal Accountabilities:

- Provide circulation services, by issuing, returning and renewing items, assisting clients with use of the self check machines and processing financial transactions;
- Assist to maintain the service area environment, resources and equipment to ensure a safe and friendly library environment;
- Shelf Library items and shelf-check collections to facilitate borrower access to resources;
- Contribute to library user's access to information by determining their requirements, providing information about services and facilities and referring appropriately;
- Assist in the provision of a safe library environment by recognising and reporting unsafe/unsatisfactory work conditions and incidents concerning staff and clients (incidents could include heart attack, fire alarm, rowdy or unruly behaviour);
- Work as part of the Library team to ensure that the overall objectives and aims of the Council's Library Service are achieved;
- Any other accountabilities or duties as directed by the supervisor which are within the employee's skills, competence and training, to assist to deliver a high quality library service across Council.

- Assist with planning and performing storytelling sessions during class visits, Storytime, Toddler Time and/or Baby Bounce;
- Assist with planning and delivering School Holiday programs and special events;
- Liaise with the Outreach Services Librarian about Home Library service client requests and deliveries
- Assist with selection of materials for Home Library service clients
- Deliver materials to Home Library service clients

Key Organisational Accountabilities:

- Report injuries, accidents, incidents and near misses in the work area and on the corrective actions taken to prevent reoccurrence;
- Always ensure your actions contribute to a safe and healthy workplace;
- Use and properly maintain appropriate safety clothing and personal protective equipment;
- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times;
- Contribute to improved customer service and organisational effectiveness, by acting ethically, with honesty and fairness;
- Provide exceptional customer service by listening to the needs of each customer and action in a prompt, professional and courteous manner at all times;
- Ensure that the following principles from Council's Code of Conduct are taken into consideration in the carrying out of all Council duties:- integrity, leadership, selflessness, objectivity, accountability, openness, honesty and respect;
- Identify, assess and manage all risks associated with the function; and
- A commitment to Council's Fraud and Corruption prevention strategy.

Selection Criteria:

All **bold highlighted** essential criteria **must** be addressed when applying for the role.

ESSENTIAL

- **Higher School Certificate or equivalent qualifications and experience;**
- **A current 'Paid Worker – Working with Children's Check' clearance;**
- **Current Class C Drivers Licence;**
- **Current Police Check;**
- **Current year influenza vaccination;**
- **Demonstrated commitment to the provision of high-quality customer service;**
- **Demonstrated ability to work in a team environment;**
- **Demonstrated ability to work under pressure and prioritise tasks;**
- **Demonstrated strong and effective verbal communication and interpersonal skills;**
- **Demonstrated knowledge of children's and young adult programs;**
- **Demonstrated storytelling skills.**

DESIRABLE

- Demonstrated knowledge of the Shorelink Library Network
- Previous public library experience;
- Demonstrated understanding of the Privacy and Personal Information Protection Act implications for the Junior Library;
- Demonstrated experience using library management systems e.g. Aurora;
- Enrolment in an ALIA accredited Library and Information Services Course

SIGNATURES

Position Holder: _____ Date: _____

Manager: _____ Date: _____

Executive Manager: _____ Date: _____