Position Description

Position Title:			Grade:
Children's and Programs Library Assistant			3
Position Type:	**Hours:**		
Temporary Full time (up to 12 months)	**35 hours per week** **Based on: 35 hr/week** ☐ **38 hr/week**		
Branch:	**Division:**		
Library and Community Services	Environment and Community		
Reporting to:	**Child Protection Risk:**	x☐ High	Low
Children's and Youth Services Co-ordinator			

Position Objectives

To be part of, and contribute to, a customer focused team that supports library and information services to Hornsby Shire community by assisting with the provision of efficient and effective customer and programming services.

Scope

The position is responsible to the Children's and Youth Services Co-ordinator and the Community and Programs Coordinator. It is an operational position that relies heavily on teamwork and requires that work be prioritised according to customer need. Agreed deadlines must be met daily.

The Children's and Programs Library Assistant position has the following major components:

- Provision of quality customer services
- Provision of efficient circulation services
- Support the delivery of specialist children's and youth collections and services
- Support the planning and delivery of library services, programs and events
- Support the marketing and promotion of library services and events
- Maintenance of collection and facilities

Duties & Responsibilities

Customer Services

1. Ensure the provision of quality customer services
2. Provide membership and information services to customers
3. Assist in delivering a positive customer experience
4. Resolve customer service issues within the scope of the position.
5. Undertake shifts as rostered at designated libraries in the network, including weekend and evening shifts as required.

Duties & Responsibilities

Circulation Services

1. Assist with resource circulation including renewals.
2. Guide customers in self-check usage
3. Collect fees and charges and balance daily takings.
4. Register new clients and maintain the circulation database records.
5. Provide support for the inter-branch delivery service.
6. Monitor and process reservations.
7. Register new clients

Children's and Youth Services and Programs

1. Assist in the preparation and presentation of story time sessions, including craft activities
2. Assist the Children's & Youth Services team in programming and implementation of school holiday workshops and other extension services/programs
3. Assist to maintain the presentation of the children's area in the library
4. Assist with the maintenance of children's resources
5. Assist in the provision of specialist Children's & Youth Services including Lego Clubs and inclusive Storytime's

Community and Programs

1. Assist with the development and delivery of a suite of inclusive programs and events that facilitate community engagement with library collections, spaces, services and technologies, including author talks, community education seminars and Discovery Space activities.
2. Assist with the promotion of programs and services via print resources and across digital platforms including the library website and social media platforms
3. Assist with the display of library programs and events promotional material
4. Assist with measuring and reporting on program outcomes.

Maintain Collection and Facilities

1. Assist in the maintenance of the library collections including shelving, shelf checking and tidying of the library.
2. Assist with collection management as directed.
3. Maintain, monitor and assist in the use of equipment including public computer trouble shooting
4. Maintenance and display of newspaper collection.
5. Process new and repair damaged library materials including monitoring and ordering associated supplies.
6. Assist with the provision of community language resources as required.
7. Report facilities management issues promptly and assist as required

Duties & Responsibilities

Other Duties and Responsibilities

1. Provide assistance to customers in the use of technologies, including digital resources.
2. Undertake tasks as required by the supervisor, within the skills, training, qualifications and experience of the role.
3. Support team, library and Council goals including participation at relevant meetings.
4. Provide proof as requested of your undertaking of tertiary studies, meeting the accepted rate of progress of the relevant institution, to achieve the Diploma of Library and Information Studies or its equivalent, or in a degree course in Library and Information Science.

General

1. Observe and implement as appropriate all Council determinations including Code of Conduct, EEO and WH&S.
2. Comply with Council's relevant WHS Responsibilities Matrix – Level 6 attached.
3. Ensure that all Council business is adequately documented in all relevant systems in accordance with appropriate determinations, standards and procedures.
4. Ensure that records adequately document business transactions and are made and kept in the Document Management System in compliance with Council's determination, standards and procedures for recordkeeping.
5. Ensure information, including personal passwords for Council's systems, is maintained in a secure manner with any security breaches reported immediately to the Branch Manager.
6. Enter and maintain time and attendance, leave and higher duty records in the time and attendance system in accordance with Council's business rules, procedures and practices, within specified timeframes for each pay period.
7. Abide by requirements and expectations that apply to any kind of contact with any children and young people in Council's Child Protection Determination as stated in Council's Code of Conduct.
8. Undertake specific training programs to comply with legislative and Council requirements

Organisational Context

The Children's and Youth Services Team are responsible for the day to day provision of programs and services for young people. Working in a high-volume environment, the Team plans and delivers specialist outreach programs to customers across the Library network, and provides training, assistance and support to customers and staff in their area of expertise.

The Community and Programs Team is responsible for the day to day provision of general and specialist information, Readers' Advisory services, the development and delivery of programs and events across the library network, the promotion of library services and programs, and supporting other staff in specific specialist areas. The team operates in a busy environment, and provides ongoing support, coordination and training to staff to support programming across the library service.

The position works collaboratively with other library staff, Council departments, program partners, community groups and organisations, the general public, schools and staff in other libraries. Team members may be required to work across library branches and teams.

Person Specification

The Children's and Programs Library Assistant position requires an enthusiastic flexible, customer-oriented person who has good communications skills. Current enrolment in an approved course in Library Studies is the minimum qualification for the position.

The ability to be an effective member of a team is critical to the success of this role as is accuracy and attention to detail and the ability to meet deadlines.

The Children's and Programs Library Assistant is primarily based at Hornsby Library and may be required to work at branch libraries.

Access to Council's flexible working hours scheme is available for the full-time position.

Personal Requirements

Qualifications

- Current enrolment in the Diploma of Library and Information Studies or its equivalent, or in a degree course in Library and Information Science

Experience, Skills and Knowledge

- Ability to deliver a customer focused service to a diverse range of people
- Customer service experience
- Good oral and written communication skills
- Ability to work independently and as a member of a team
- Ability to assist with preparation of programs and activities such as Storytime and author talk sessions.
- Demonstrated computer skills and willingness to assist with IT troubleshooting
- Ability to prioritise tasks and problem solve

Personal Attributes

- Interested in assisting the community
- Flexible and co-operative approach to work
- Broad general knowledge
- Commitment to continuous learning

Licences or Certificates

- Current Driver's licence
- NSW Working with Children Check clearance.

Document Approval

After discussions with my supervisor, I agree that this Position Description and Person Specification is an accurate and fair description of my position.

Incumbent Signature:	

Document Approval	
Incumbent Name:	Date:
After discussions with the current incumbent (where relevant), I agree that this Position Description is an accurate and fair description of the position.	
Supervisor Signature:	
Supervisor Name:	Date: