

Position Description

Library Assistant

About Council

Noosa Council employs 500+ people and plays a pivotal role in delivering a sustainable future for the shire.

Based on Kabi Kabi Country, the shire is home to over 56,000 residents across an area of 872 square km. Council's 2023-2028 Corporate Plan is based around five strategic pillars – Environment, Liveability, Prosperity, Future and Excellence. Each pillar is supported by clear objectives, performance indicators and outcomes to provide our community and our organisation with clarity about what is considered important over the next five years.

The focus is on protecting the amenity of Noosa, enhancing our lifestyles and preserving our rich natural environment.

Our Mission

We are Noosa - Different by nature.

Our Purpose

Working with and for our community to continue to make Noosa a great place to live, work and visit.

Branch Purpose

To provide best practice Arts and Cultural Facilities and Services to the Noosa Community and drive strategic planning and implementation to ensure Noosa's creative sectors are well placed into the future.

Position Purpose

Contribute through excellent individual and team efforts, to customer focused library services and assist with the day-to-day provision of library operations.

Our Values

We are a value-led and based organisation. Under the acronym, SPARC, our values are reflected in everything we do - our decision making, our actions, how we serve our community and how we work with each other.

Our values are:



 SUPPORTIVE We care for each other and consider the 'we' before 'me'. We collaborate, listen and encourage one another to achieve our goals.	 PASSIONATE We are proud of what we do. We are inspired to learn, change and grow and bring our very best to work every day.	 AUTHENTIC We walk the talk. We are honest, genuine and are not afraid to think differently.	 RESPECTFUL We are united and back each other. We listen to each other to understand different perspectives and embrace diversity.	 COMMITTED We aim high and go the extra mile. We focus on solutions and are responsible for our actions.
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POSITION DETAILS

Position Title	Library Assistant
Position Number	10280
Department	Community Services
Branch	Arts and Culture
Reports To	The role accounts and reports to the Branch Services Librarian (10285)
Direct Reports	This role has no direct reports.
Budget/Expenditure	Budget and expenditure will be in line with approved delegations for this position
Position Classification	Queensland Local Government Industry (Stream A) Award – State 2017 [Division 2, Section 1]
Position Remuneration	Noosa Council Certified Agreement 2025 (LGOA Level 2)
Date Reviewed	August 2026

KEY RESPONSIBILITIES

- This position is primarily a customer service role where a minimum of fifty percent of the working day will be spent in the library's public area, providing outstanding services which respond to customer needs.
- Perform a range of routine library duties such as membership registrations, issues, returns, shelving and collection maintenance.
- Assist customers to locate information and library materials and assist in the provision of specialist information services including online information retrieval and inter-library loans.
- Assist with the planning and delivery of a broad range of library programs, services and events.
- Provide customers and volunteers with instruction on the use of library resources, technology and equipment.
- Undertake administrative routines associated with library functions.
- Handle and receipt money in accordance with Council policies and procedures.
- Assist with the high standard presentation of the library.
- Work within a team framework including providing back-up and assistance to other library team members in the conduct of their duties.
- Apply established procedures and policies under general supervision.
- Such other relevant duties as required from time to time, which would generally fall within the scope of this position.

KEY RELATIONSHIPS

Who	Why
Internal	
Reporting Line Manager	- Receive guidance and instruction, seek clarification and advice, and report on progress against work plans. - Escalate and discuss issues.
Work Team	- Participate in meetings, share information and provide input on issues. - Develop and maintain effective working relationships and open channels of communication.
Internal Stakeholders	Provide an initial point of contact for inquiries and direct queries appropriately for resolution.
External	
External Stakeholders	Respond to queries, identify needs, communicate services and redirect, escalate or resolve issues.
Vendors/Suppliers/ Consultants	Engage and communicate with suppliers to facilitate on-time delivery of projects, products and services.

POSITION REQUIREMENTS

Essential Skills, Knowledge and Experience

- Track record in delivering outstanding customer service in a busy environment, preferably within a public library service.
- Experience facilitating programs and activities such as those delivered in a public library service.
- A sound knowledge of contemporary public library services.
- Sound level of competence with resources, technology and equipment commonly used within a library.
- Excellent interpersonal and communication skills, including the ability to relate to people from diverse backgrounds.
- Proven ability to work as an effective and positive team member in a customer focused and flexible environment.
- Demonstrated ability to be self-motivated and use initiative.

Notes:

- Appointment to this position is subject to successful completion of a pre-employment medical assessment.
- Library assistant duties include standing for extended periods, manual handling and repetitive tasks and the successful applicant must be able to undertake the physical requirements of this position.
- The successful applicant must be prepared to work at any Noosa Council library service point.

Qualifications, Training and Licences

Desirable:

- Certificate III in Information and Cultural Services (Library) or equivalent, related qualifications
- Driver's Licence - "C" Class.

Pre-Employment Checks

Appointment to this position is subject to the following pre-employment checks:

- Pre-employment medical screening, including drug and alcohol testing
- Identity check
- Right to work in Australia check
- Blue card validity check

Note: Copies of the above listed qualifications/licences/certificates/professional registrations/pre-employment checks will be required as evidence on appointment.

CORPORATE REQUIREMENTS

- Compliance and adherence to Council policies, guidelines, and procedures, including the Employee Code of Conduct, Governance Framework and Workplace Health & Safety policies.
- Workplace Health & Safety – Ensure all work is carried out in accordance with the obligations in the Workplace Health & Safety Act 2011, Regulations, and Council's WHS Management System Plan to ensure a safe working environment for yourself and others.
- Commitment to the agreed Noosa Shire Council values and behaviours.
- Participation in MyPlans, Performance Reviews and Corporate Planning.
- Availability to work across Council work locations.