

POSITION DESCRIPTION

Library Assistant
(Multiple)

Directorate:	Community & Culture	Department:	Library and Museum Services
Position Grade:	5	Reports to:	Branch Library Officer
Last review:	August 2024	Next review:	August 2026
		Version No.:	1.0

Position purpose:

To deliver best practice library customer services through active engagement in a Library customer service team and the delivery of quality programs and services relevant to local community needs.

Key accountabilities/responsibilities:

Responsibilities include:

- 1) Implementing and supporting the development of the library’s vision, mission and plans; delivering quality branch customer services, programs to address local community needs in the areas of collections, circulation, shelving, reader assistance, facilities, technology, marketing and outreach.
- 2) Contributing to continuous improvement by participation in Library Customer Service Improvement Plans.
- 3) Support the Library team through regular communication, and participation in work reviews and annual plans. Assisting with service evaluation and reporting.
- 4) Deliver library programs tailored to the needs of the community, including recreational and/or educational programs; and those for identified priority local target groups.
- 5) Supporting communications and partnerships within the library service, Council and community stakeholders to facilitate effective library services to the community
- 6) Actively participating in development activities including induction, recruitment and training (in line with the Library and Council Training Plans) and performance management.
- 7) Provision of direct customer support across the library including evening shifts and weekend work. Work at, or rotate to, other branches including Liverpool when required.
- 8) Implementing WHS practices and supporting risk assessments.
- 9) Applying the principles of equity, EEO, cultural diversity and ethical practices so that clients are treated fairly and have equal access to information and services.
- 10) Follow Council’s policies and procedures when carrying out work to ensure risks are managed. Report all incidents, risks and issues to Management on a timely manner.

Decisions made in the position:

- 1) Library customer service work

Decisions referred:

- 1) Decisions referred to Branch Library Officer, relevant Team Leader, Coordinator Library Customer Service.

Key issues/challenges:

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- 1) Being familiar with and following established Library policies and procedures.
- 2) Providing a consistently high standard of library customer service to a diverse community
- 3) Processing and problem solving transactions related to library customer accounts, including membership, loan and financial activities.
- 4) Exhibiting flexibility and adaptability in a changing environment, taking responsibility for learning new skills and processes.
- 5) Using and maintaining an up-to-date knowledge of a wide range of information technology and library equipment, including providing assistance with public access information technology and equipment.
- 6) Supporting library leadership in planning, library customer service, teamwork and professional development, staff engagement in program development and performance management.
- 7) Effective team participation, supporting customer engagement, development and communication programs within the Branch including regular customer satisfaction surveys, consultations on program priorities, and innovative communication strategies.
- 8) Reporting to the Branch Library Officer on customer needs and complaints.
- 9)
- 10)

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

- Higher School Certificate or equivalent.
- Class C Drivers Licence.
- 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 ability to work within a team.

Knowledge and Skills

- Familiarity with public library services
- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity.
- Strong communication and literacy skills, both verbal and written.
- Digital Literacy including skills in using business systems and mobile technology

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Certificate III in Library and/or Information Services.
- Experience working in a public library.
- Storytelling skills and ability to facilitate hands on activities with children, youth, adults, seniors and community groups.

Our vision:

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

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous