

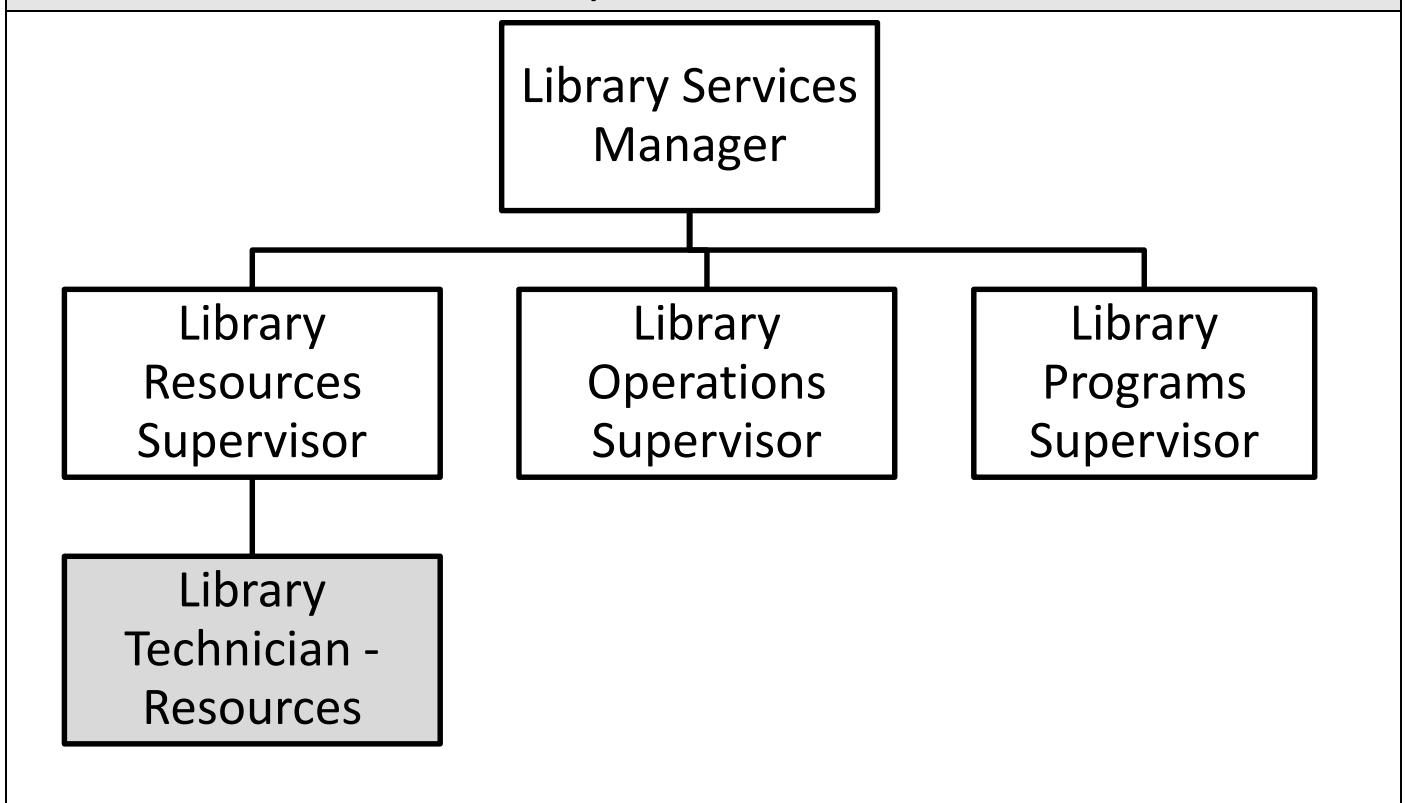
Position Description

Position Title:	Library Technician - Resources
Band Level Grade:	E
Department:	Library Services
Date:	July 2020

Position Purpose

To contribute to an effective and efficient library service for the community of Penrith City Council through providing customer service duties at Penrith Central Library and other branch libraries as rostered. To work collaboratively within the Resources Team undertaking a variety of tasks including but not limited to coordinating with the State Library of NSW for the rotation of the multicultural collections, assisting with the promotion and the training of staff and the cultural and linguistically diverse (CALD) community in the use of the library's multicultural collections (both print and digital) and processing inter-library loan requests from library members as well as from other library services. To assist library customers to use digital services and equipment. To participate in events and programs promoting library services. To demonstrate and promote Council Values – Show Respect, Be Accountable, Encourage Innovation. This position reports to the Library Resources Supervisor.

Department Structure



Key Result Areas

1. Resources

Major Actions

- Coordinate the receipt, training and promotion of the library's multicultural collections, books, magazines and digital formats
- Liaise with the State Library of NSW for the quarterly ordering and rotation of multicultural language book collections for Penrith library.
- Update catalogue records and incorporate RFID protocols for State Library books, to ensure accuracy of the collection and circulation data.
- Assist the Programs Team with the production of any promotional items for the multicultural collections
- Promote and train library staff and the cultural and linguistically diverse (CALD) community in the use of both print and digital resources that comprise the library's multicultural collections
- Assist with ongoing collection stock checks

2. Library Service Team

Major Actions

- To provide circulation, information and technology advice and assistance within the Council's Libraries
- To increase community awareness and understanding of library services, resources and facilities
- Undertake regular contact with the public using tact and diplomacy
- Undertake regular manual handling tasks which involve
 1. forward bending or twisting at the waist;
 2. raising, lowering, pushing, pulling, or moving objects away from or towards the body;
 3. the use of tools, equipment for the moving of materials
- To sort, shelve, tidy and check collections to keep them orderly, neat and accessible
- To accurately process and receipt payments for library fees and charges
- To assist the team to maintain a tidy and safe environment within the Council's Libraries
- Utilise the range of library systems and equipment available within the Council's Libraries
- Participate in outreach teams for the development of Library Services

3. Inter-Library Loans

Major Actions

- Timely processing of all incoming inter-library loan requests from Penrith library members and from other library services on behalf of their library members
- To communicate any special loan conditions or costs directly with the requesters, both internal and external, as necessary

4. Digital Literacy

Major Actions

- Support library users to effectively use digital devices to access library services
- Support library users to effectively use the library's online resources, services and equipment
- Effectively use Council's online systems, corporate applications and networks

Key Result Areas

5. Customer Service

Major Tasks

- Provide effective service to Council customers, internal and the community
- Accurately identify the needs of customers and take appropriate action to satisfy customer needs
- Present a positive image of Council

6. Corporate Governance and Effective Work Practices

Major Tasks

- Carry out work inline with relevant legislative and statutory requirements and /or industry codes, practices and standards
- Adhere to Council's Code of Conduct, Values and relevant policies and procedures
- Take responsibility for and manage own work and contribute to a productive work environment
- Accept and contribute to workplace change
- Undertake workplace tasks as directed
- Work cooperatively with others and use positive communication techniques
- Resolve workplace conflict in line with council policy
- Undertake recordkeeping activities in accordance with Council's Records Management business rules, procedures, policies and State Records Legislation

7. Work Health and Safety (WHS)

Major Tasks

- Attend training as required
- Perform work in accordance with WHS policies and procedures
- Participate in consultative processes for the management of WHS

Qualifications, Experience and Specialist Skills & Knowledge

Essential

- Diploma of Library and Information Services [TAFE], or equivalent
- High level of interpersonal and customer service skills and experience
- Demonstrated excellence in communication skills when working with external organisations and the community
- Demonstrated skills using online systems, mobile devices and applications
- Demonstrated skills using library equipment, including scanners, printers and photocopiers
- Demonstrated knowledge of RFID applications in a library environment
- Ability to work effectively in a busy team environment
- Demonstrated high levels of enthusiasm, creativity, innovation and flexibility in previous work roles
- Driver's Licence [C class]

Desirable

- Experience working in a public library