POSITION DESCRIPTION

Library Assistant	
Division	**Liveable Communities**
Department	**Libraries, Community & Cultural Services**
Reports to	**Branch Librarian**
Number of direct reports	**Nil**
Location	**Libraries**
Grade	**3**
Employment status	**Various**
Date approved	**October 2026**

Our Mission

“We deliver benefits for our community in a way that adds value and builds trust”.

Our Values

Organisational values are a critical component of our organisational culture. Council staff and management have created and adopted the following set of organisational values which help guide our decisions and behaviours.

TEAM	We work together to achieve the best outcomes
SAFETY	We are proactive in keeping ourselves and our teams safe
INTEGRITY	We build trust by being open, honest and accountable to one another
RESPECT	We are kind to each other and value our differences
SUSTAINABILITY	We make decisions with our long-term viability in mind

Position Overview

Library Assistants support the Branch Librarian in delivering front facing library services and branch activation across the library network.

This position is primarily responsible for front line branch customer service and branch operations supporting diversity, inclusion and belonging outcomes for all library customers. This position

works collaboratively, builds positive relationships across all Libraries, Community and Cultural Services teams and sites as well as with the community.

The incumbent of this position is expected to demonstrate the following attributes and capabilities in undertaking their role.

Key Accountabilities & Duties

- Deliver a high-quality customer experience and provide customer service duties across the library network.
- Assist in delivery of library operations in collaboration across the branch network, working with staff and volunteers to deliver a consistent human centred library service.
- Promote Council’s brand by being positive, enthusiastic, engaging and consistently delivering quality services.
- Assist with maintenance of public area, shelving, shelf-checking and tidying materials to ensure a safe and welcoming public environment.
- Assist volunteers and customers to utilise technologies, systems and applications and support their learning and skills development.
- Champion library services, programs and events promoting community participation and positive engagement across the libraries.
- Assist in library collection maintenance to meet local members and community’s needs.
- Assist the Branch Librarian to deliver continuous improvement strategies for branch operations to achieve library network wide service level consistency.
- Support other library functions as required.
- Work Health & Safety - All Council staff are accountable for ensuring that they fulfil their specific responsibilities, duties and due diligence requirements under the NSW Work, Health & Safety legislation. Staff are also required to adhere to Council's relevant safe work instructions, policies and procedures.
- Equal Employment Opportunity (EEO) - All Council staff are required to adhere to Council's EEO policies and procedures.
- Delegations - All Council staff are required to comply with the financial and operational delegations issued to them as per Council's delegations register.
- Other duties within the employee's skill, competence and training level, as required to meet business needs.

Essential Requirements

1. Demonstrated customer service skills and experience.
2. Ability to work collaboratively with other teams and volunteers.
3. Aptitude and skill to deliver reader advisory services.
4. Good oral and written communication skills, and storytelling ability.
5. Aptitude and skill to deliver basic customer technology help services.

6. Demonstrated experience with computers and a familiarity with standard PC software applications.

7. Current Class C Drivers Licence

Position Capabilities

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: "how we do things around here". It builds on organisational values and creates a common sense of purpose.

More detailed descriptors of capabilities are available at: http://capability.lgnsw.org.au/?staff-member

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position.

Local Government Capability Framework		
Capability Group	**Capability Name**	**Level**
 **Personal attributes**	Manage Self	Foundational
	Display Resilience and Adaptability	Foundational
	Act with Integrity	**Intermediate**
	Demonstrate Accountability	Foundational
 **Relationships**	Communicate and Engage	Foundational
	Community and Customer Focus	**Intermediate**
	Work Collaboratively	**Intermediate**
	Influence and Negotiate	Foundational
 **Results**	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Create and Innovate	**Intermediate**
	Deliver Results	Foundational
 **Resources**	Finance	Foundational
	Assets and Tools	Foundational
	Technology and Information	Foundational
	Procurement and Contracts	Foundational

ACKNOWLEDGEMENT

This position description is a broad description of the accountabilities, duties and required capabilities relating to this position. The role and position are dynamic and may evolve and change over time in line with changing strategic and operational requirements. Continuing development, change and improvement of processes, practices, knowledge, skills and behaviours is expected at MidCoast Council.

I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that, with consultation, my duties may be modified by MidCoast Council from time to time as necessary

Employee's signature:	Date:

HR USE ONLY

Is a Working with Children check required for this position?	Yes ☒	No ☐
Is a criminal record check required for this position?	Yes ☐	No ☒