

Job Description

Position Details

Title	Library Assistant – Outreach Services	Position #	S11088
Grade	3	Band/Level	1/3
Directorate	City Lifestyles	Department	Library Services
Team	Library Outreach & Digital Services	Location	Nowra – Library
Status/Type	Permanent / Full Time	Hours	35
Reports to	Outreach & Digital Services Manager	Supervisor Position #	S10137
# of Direct Reports	0	# of Indirect Reports	0
Applicable Allowances	N/A	Vehicle - Operational or Leaseback (discretionary benefit)	N/A

Primary Purpose of the Position

- To assist in the prompt, courteous and efficient provision of services to library customers
- To assist in the operations of the Outreach and Digital Resources team, including marketing and promotion of services, events and programs using digital tools such as website and social media.
- Prepare, maintain, and update web-based and digital content.
- Assist with the development and running of technology classes, including group and one-on-one sessions

Selection Criteria

Essential Qualifications, Licences and Experience

- HSC or equivalent
- Library services experience
- Class C Driver's Licence
- Proof of Australian residency or citizenship

Desirable Criteria

- An understanding of the local government environment.
- Experience with graphic design, and online marketing and promotions.
- Experience in developing and maintaining website content, including uploading content to website.

- Experience with troubleshooting technology, including computers and mobile devices.

Principle Duties and Responsibilities

Role Specific Duties and Responsibilities

- Work as part of the Branch team to provide a high standard of customer service and a safe working environment.
- Complete all Circulation duties and undertake an equal share of tasks.
- Prepare promotional materials for events and programs using graphic design software.
- Assist clients with:
 1. Information enquiries, referring complex enquiries appropriately
 2. Public access technology and equipment
 3. Access to Council services and facilities
- Conducts financial transactions as required using cash register.
- Conducts opening and closing of the facility in accordance with Council procedures.
- Collects relevant statistics in accordance with the Branch's standard operating procedures (SOP's).
- Assists the Outreach and Digital Resources Manager as required.
- Provide promotional and marketing materials in a variety of formats including social media and assisting with training internal and external customers in technology.

Overall Corporate Responsibilities

- Adhere to Council plans, policies, procedures, and Code of Conduct
- Conduct oneself in accordance with Council's Core Organisational Values - **Respect, Integrity, Adaptability & Collaboration.**
- Work in alignment with the objectives identified by Council and your team.
- Exhibit positive behaviours by showing initiative, taking responsibility for own actions and disclosing issues of ethics and probity.
- Support continuous improvement by identifying improvements to processes and practices and supporting change.
- Contribute to work area planning and prioritise workloads to meet deadlines.
- Work within budget and time constraints to optimise outcomes while balancing resource requirements.
- Maintain all certificates, licences and operative training required for the position.
- Understand, adhere, and promote all Workplace Health & Safety policies and procedures.
- Work in keeping with the Shoalhaven City Council's EEO management plan and other EEO policies.
- Build rapport with internal and/or external customers; be friendly, co-operative & helpful.
- Manage records in accordance with the State Records Act & Council's Records Management Policies; ensure that all appropriate records are captured into Council's recordkeeping system efficiently and effectively.

Other Information

Award / Agreement

Local Government (State) Award

Span of Hours

8:00am to 9:00pm

Spread of Hours

Monday to Sunday

Arrangement of Hours

35 hours within one week provided that at least two days off shall be granted

Pre-Employment Requirements

WWCC Required Y/N:	<u>Y</u>	Police Check Y/N:	<u>N</u>
Pre-employment medical category:	<u>Medium Risk – Level 2</u>	Qualification Check Y/N:	<u>Y</u>

Date last reviewed:

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Job Description

Position Details			
Title	Library Technician - Children & Youth	Position #	S11082
Grade	6	Band/Level	2/1
Directorate	City Lifestyles	Department	Library Services
Team	Library Customer & Community Team	Location	Nowra Library
Status/Type	Permanent Full Time	Hours	35
Reports to	Customer & Community Resources Manager	Supervisor Position #	S10138
# of Direct Reports	Nil	# of Indirect Reports	Nil
Applicable Allowances	N/a	Vehicle - Operational or Leaseback (discretionary benefit)	N/a

Primary Purpose of the Position

- To provide prompt courteous and efficient provision of services to library customers, specifically children and young adults.
- To develop a range of programs, events and activities with a focus on children and young adults.
- To promote and deliver programs, events and activities suitable for a range of identified target groups, with a primary focus on children and young adults.
- To work with the Collections and Resources Manger to develop and maintain library collections suitable for children and young adults.

Selection Criteria

Essential Qualifications, Licences and Experience

- Diploma of Library and Information Science or equivalent library technician qualification recognised by the Australian Library and Information Association.
- 2 years demonstrated experience in working with children or young adult groups or services.
- Demonstrated experience in planning and implementing programs for children and young adults.

- Current Class C Driver's Licence
- Proof of Australian residency or citizenship, or authority to work in Australia (visa).
- Working with Children Check.

Essential Team Work and Customer Service Skills

- Ability to consult, share information and work collaboratively.
- Ability to demonstrate customer service values and provide effective customer service.
- Enthusiasm for library innovation and the ability to play a role in the implementation of change.
- Demonstrated experience in the promotion and marketing of library services.
- Demonstrated ability to follow defined WHS and EEO policies and procedures.
- A commitment to undertake relevant workplace training.

Essential Technical Skills

- Demonstrated effective time management and prioritisation skills with the ability to balance competing workloads and deliver within deadlines.
- Understanding of PCs and online resources and databases.

Desirable Criteria

- An understanding of the local government environment.
- Experience using desktop and online publishing programmes such as Canva.
- Experience in promotion of activities and events through social media networks.

Principle Duties and Responsibilities

Role Specific Duties and Responsibilities

- Develop, deliver and evaluate technology, recreation and education programs for children and young adults.
- Develop and implement a program of displays and events that reflect the interests of young people.
- Develop and foster partnerships and networks with children and young adult agencies, community organisations and schools.
- Raise awareness amongst children, young adults and their families, schools and community groups about resources and services available to them through the library service.
- Assess, develop and maintain collections appropriate for children and young adults
- Develop a range of programs, events and activities for children and young adult library users.
- Deliver programs, events and activities for children and young adults library users (on occasions this may need to be done outside of normal working hours by agreement, this will require a degree of flexibility).
- Provide reader's advisory and basic instruction for all ages with particular focus on promoting resources for children and young adults.
- Report on children's and young adult library services and compile statistical information for Customer and Community Resources Manager.

Overall Corporate Responsibilities

- Adhere to Council plans, policies, procedures, and Code of Conduct
- Conduct oneself in accordance with Council's Core Organisational Values - **Respect, Integrity, Adaptability & Collaboration.**
- Work in alignment with the objectives identified by Council and your team.
- Exhibit positive behaviours by showing initiative, taking responsibility for own actions and disclosing issues of ethics and probity.
- Support continuous improvement by identifying improvements to processes and practices and supporting change.
- Contribute to work area planning and prioritise workloads to meet deadlines.
- Work within budget and time constraints to optimise outcomes while balancing resource requirements.
- Maintain all certificates, licences and operative training required for the position.
- Understand, adhere, and promote all Workplace Health & Safety policies and procedures.
- Work in keeping with the Shoalhaven City Council's EEO management plan and other EEO policies.
- Build rapport with internal and/or external customers; be friendly, co-operative & helpful.
- Manage records in accordance with the State Records Act & Council's Records Management Policies; ensure that all appropriate records are captured into Council's recordkeeping system efficiently and effectively.
- Demonstrate a strong customer focus which is responsive, courteous, accurate and professional.

Other Information

Award / Agreement

Local Government (State) Award

Span of Hours

8:00am to 9:00pm

Spread of Hours

Monday to Sunday

Arrangement of Hours

35 hours within one week provided that at least two days off shall be granted

Pre-Employment Requirements

WWCC Required Y/N:	<u>Y</u>	Police Check Y/N:	<u>N</u>
Pre-employment medical category:	<u>Low Risk – Cat 3</u>	Qualification Check Y/N:	<u>Y</u>

Date last reviewed:

November 2023

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Job Description

Position Details			
Title	Library Assistant - Outreach Services	Position #	S11094
Grade	3	Band/Level	1/3
Directorate	City Lifestyles	Department	Library Services
Team	Library Outreach & Digital Services	Location	Nowra – Library
Status/Type	Permanent / Part-time	Hours	47 hours per fortnight
Reports to	Outreach & Digital Services Manager	Supervisor Position #	S10137
# of Direct Reports	0	# of Indirect Reports	0
Applicable Allowances	N/A	Vehicle - Operational or Leaseback (discretionary benefit)	N/A

Primary Purpose of the Position

- To assist in the prompt, courteous and efficient provision of services to Home library customers.
- To assist in the operations of the Library Outreach & Digital Services team.

Selection Criteria

Essential Qualifications, Licences and Experience

- HSC or equivalent
- Class C Driver's Licence
- Library services experience
- Proof of Australian residency or citizenship

Essential Team Work and Customer Service Skills

- Ability to carry out home library service duties.
- Ability to consult, share information and work collaboratively.
- Ability to demonstrate customer service values.

Essential Technical Skills

- Demonstrated effective time management and prioritisation skills with the ability to balance competing workloads and deliver within deadlines.
- Demonstrated ability to trouble shoot technical and digital issues.

Desirable Criteria

- An understanding of the local government environment.

Principle Duties and Responsibilities

Role Specific Duties and Responsibilities

- Work as part of the Branch team to provide a high standard of customer service and a safe working environment.
- Complete all Circulation duties and undertake an equal share of tasks.
- Prepare promotional materials for events and programs using graphic design software.
- Assist clients with:
 1. Information enquiries, referring complex enquiries appropriately.
 2. Public access technology and equipment.
 3. Access to Council services and facilities
- Conduct financial transactions as required using cash register.
- Conduct opening and closing of the facility in accordance with Council procedures.
- Collect relevant statistics in accordance with the Branch's standard operating procedures (SOP's).
- Assist the Outreach and Digital Resources Manager as required.

Overall Corporate Responsibilities

- Adhere to Council plans, policies, procedures, and Code of Conduct
- Conduct oneself in accordance with Council's Core sss Values - **Respect, Integrity, Adaptability & Collaboration.**
- Work in alignment with the objectives identified by Council and your team.
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- Support continuous improvement by identifying improvements to processes and practices and supporting change.
- Contribute to work area planning and prioritise workloads to meet deadlines.
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- Maintain all certificates, licences and operative training required for the position.
- Understand, adhere, and promote all Workplace Health & Safety policies and procedures.
- Work in keeping with the Shoalhaven City Council's EEO management plan and other EEO policies.
- Build rapport with internal and/or external customers; be friendly, co-operative & helpful.
- Manage records in accordance with the State Records Act & Council's Records Management Policies; ensure that all appropriate records are captured into Council's recordkeeping system efficiently and effectively.

- Demonstrate a strong customer focus which is responsive, courteous, accurate and professional.

Other Information

Award / Agreement

Local Government (State) Award

Span of Hours

8:00am to 9:00pm

Spread of Hours

Monday to Sunday

Arrangement of Hours

47 hours per fortnight as per the below scheduled:

Week 1 – Wednesday Thursday 11am- 7pm and Friday, 9-5pm = 21 hours

Week 2 - Wednesday Thursday 11am- 7pm and Friday, 9-5pm and a Saturday shift of 5 hours = 26 hours

Pre-Employment Requirements

WWCC Required Y/N:	<u>Y</u>	Police Check Y/N:	<u>N</u>
Pre-employment medical category:	<u>Medium Risk – Level 2</u>	Qualification Check Y/N:	<u>Y</u>

Date last reviewed:

20 November 2023

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