Hawkesbury City Council

366 George Street (PO Box 146) Windsor NSW 2756 DX 8601 WINDSOR
Phone: (02) 4560 4444 **Facsimile:** (02) 4587 7740 **Email:** council@hawkesbury.nsw.gov.au

Position Description and Performance Agreement

Library Assistant

Position No:	SS051LS
Position Classification:	Grade 6
Status:	Casual
Position Revised on:	October 2026
Position Written by:	Manager Arts and Culture
Division:	Corporate Services
Branch:	Arts and Culture
Reports to:	Senior Library Officer – Customer Services
Incumbent:	
Start Date:	
Special Conditions:	Subject to working with children check. Participation in a weekend roster or evening work may be required or negotiated with incumbents in accordance with Award provisions. The flexibility to work from Hawkesbury Central Library, Windsor or Richmond Branch Library.

1 POSITION PURPOSE

1.1 To participate in the delivery of responsive, high quality, friendly and efficient Library services and programs, relevant to the needs of the Hawkesbury community.

1.2 To work collaboratively with colleagues in the Arts & Culture Branch to achieve goals.

1.3 This Position Description is indicative of responsibilities and outputs. The role is dynamic. Continuing development; change and enhancement of processes, practices, knowledge, skills and behaviours is highlighted and expected by Hawkesbury City Council. People and jobs develop over time and this position description is intended to facilitate this (as a living document), where the incumbent's active involvement in this endeavour is a critical element.

2 KEY ACCOUNTABILITIES

2.1 Participate in Library roster, providing excellent customer service to ensure high rates of community satisfaction.

2.2 Assist with administrative duties , including program bookings, membership records and statistics to ensure they are accurately conducted and recorded.

2.3 Assist in promoting Library programs and membership to patrons, with the aim of increasing participation rates and library membership.

2.4 Assist in maintaining excellent presentation of the libraries so that they are a welcoming and attractive public spaces.

3 KEY DUTIES AND RESPONSIBILITIES

3.1 Participate in customer service roster and perform duties including resource circulation and attending to general enquiries arising from the loan and return of library resources.

3.2 Follow up and resolve lending issues or pass onto relevant staff member.

3.3 Participate in maintaining excellent presentation of the libraries, including daily setting up, shelf tidy, shelving, updating and checking information displays and light cleaning as required.

3.4 Assist and instruct customers in the use of library resources and facilities.

3.5 Enable independent and environmentally sustainable library use by patrons wherever possible, including promoting the use of self-check service, online renewals, email notifications.

3.6 Assist with administrative duties as required.

3.7 Assist with Library programs and their promotion.

3.8 Participate in collection management initiatives and assist with weeding, repair and general maintenance of library resources.

3.9 Participate in staff meetings and training programs as required.

3.10 Work as part of a team and support staff members and volunteers.

3.11 Adhere to corporate policies and procedures.

3.12 Undertake tasks associated with the general operations of the library.

3.13 Participate in relevant projects in accordance with Council's Project Management Framework.

3.14 During periods of natural disasters, emergencies, significant organisational change and other extraordinary circumstances, you may be required under reasonable management direction to undertake alternate responsibilities within other areas of Council in line with your skills, competence and training.

3.15 Other duties as directed by the Senior Library Officer that are within the scope of your skills, competence and training.

4 POSITION CRITERIA

4.1 Essential qualifications and/or licences:

- Higher School Certificate
- Current Class C Drivers Licence
- Working with Children Check
- Completion or near completion of

4.2 Essential experience:

- Excellent public manner and ability to communicate well with a wide range of people
- Experience working as part of a team with a customer focus
- Ability to determine customer needs and achieve quality outcomes
- Ability to work with adults and children
- Ability to carry out duties and responsibilities of the position with the minimum of supervision on a day to day basis
- Proficiency with Microsoft Office Suite and ability to become skilled with unfamiliar software and technology in general
- Demonstrated understanding of Equal Employment Opportunities and Work Health & Safety requirements

4.3 Desirable experience:

- Previous public library experience
- Completion or near completion of Certificate IV – Library & Info Services

4.4 Personal Attributes:

- Committed to providing quality customer services
- Flexibility to work on varied tasks concurrently
- Accuracy and attention to detail
- motivation and enthusiasm
- Time management skills
- Confidence in dealing with the public

5 CORPORATE VALUES



H ealthy
E fficient
A ccountable
R espectful
T eam focused

6 CORPORATE ACCOUNTABILITIES

6.1

- To ensure compliance with relevant legislation and statutory requirements
- To adhere to relevant delegations and council policies and procedures, including those related to Council's Code of Conduct.
- To understand and respond to the needs of our customers in accordance with Council's Values and Customer Service Charter.
- To identify obsolete and inefficient practices and recommend changes where appropriate.
- Adhere to Council's Enterprise Risk Management Policy and Framework and identify and manage Enterprise and operational risks that fall under your scope of responsibility.

7 WH&S RESPONSIBILITIES

7.1 Hawkesbury City Council is committed to ensuring the health and safety of all who contact our works. Staff Work Health and Safety responsibilities are mandated through the NSW Work Health and Safety Act and the Hawkesbury City Council WHS Policy statement.

Procedural direction is provided by the Work Health Safety and Injury Management (WHS&IM) System which is informed by the International Standard for Occupational Health and Safety. This System provides processes and procedures for workers and visitors to manage health and safety in the workplace.

As an employee of Council, there are certain responsibilities, authorities and accountabilities (RAAs) which are identified as part of the terms and conditions of your employment. These RAAs are supported by the WHS&IM System Element 001 WHS Responsibilities which identifies actions to be taken, and the standards to be achieved.

8 PERFORMANCE AGREEMENT

8.1 I am fully aware of the terms of this position description and I agree to deliver the requirements of the key result areas to the best of my ability. I acknowledge that my performance will be assessed at least annually in accordance with Council's Employee Planning and Review process.

9 ACKNOWLEDGEMENT

9.1 I have signed below in acknowledgement of reading, understanding and accepting the contents of this document. I accept that my duties may be varied from time to time, with consultation, to ensure that it remains relevant and up to date.

Employee _____ **Date** _____

Privacy Notice

Council is bound by the provisions of the Privacy and Personal Information Protection Act 1998, in the collection, storage and utilisation of personal information provided in this form. Accordingly, the personal information will only be utilised for the purposes for which it has been obtained and may be available for public access and/or disclosure under various NSW Government legislation.

General Information

This document reflects the major elements and responsibilities of this position and is not designed to be prescriptive in nature. Employees can therefore expect to undertake other duties to those identified.