

Trainee Library Assistant (TEMP509)

Position Description

Directorate	Community Directorate
Division	Community Services
Grade	T3-T10
Employment Type	Temporary, full time
Reports to	Library Services Team Leader (SCS075)

Primary purpose of the position

This position works as part of the Library Services team undertaking front facing customer service and circulation duties. Trainees will learn the skills required to support the delivery of a contemporary community focused library service.

Key responsibilities

- Provide excellent customer service to library users.
- Assist customers with information and technology enquiries.
- Provide reader advisory to customers through developing knowledge of a wide range of literary genres, current authors and age-related reading materials.
- Undertake circulation desk duties including processing loans, library memberships, cash transactions and maintaining Library shelves through re-shelving and shelf tidying.
- Undertake rostered desk shifts as required. (Minimum 2 hours per-day)
- Undertake tasks associated with the general operations of the library as directed.
- Attend and participate in regular team meetings.
- Develop skills and knowledge of digital library collections and services.
- Undertake and complete a 24-month traineeship in Library and Information Services.

Key behaviours

All Council employees are responsible for aligning their conduct in accordance with key behaviours when undertaking the duties of their position. The foundation of these key behaviours is based on Council's Values and vary dependent on the level of your position.

Please refer to Council's Key Behaviours template for more information.

Communication

- I communicate openly and honestly
- I constructively contribute to team meetings, toolbox talks and conversations
- I share information and ideas with colleagues
- I ask questions if I don't understand
- I respond promptly to enquiries and requests

Trust

- I am responsible for my own actions
- I take initiative to progress my own work and follow through on my work commitments
- I act honestly and maintain confidentiality
- I understand and follow the law, rules, policies, guidelines and the Code of Conduct
- I utilise Council resources effectively

Respect

- I treat others with respect
- I treat others the way they wish to be treated
- I respect the organisation and I convey a positive and professional image of Council
- I respect the position I hold and complete my work to the best of my ability
- I challenge decisions made by management respectfully and thoughtfully

Innovation

- I look for, and am open to, new and better ways of doing things
- I am receptive to change
- I am flexible and responsive to changing work priorities and issues

Teamwork

- I always work in a safe manner, looking after my own safety and the safety of others
- I consult on safety issues, report hazards, identify, manage and minimise risk for myself and others
- I am an engaged and enthusiastic team player
- I offer support and help to others when workloads are high
- I cooperate with my team members and supervisors and contribute positively to our work

Work Health and Safety

Work Health and Safety (WHS) is the number one priority at Wagga Wagga City Council ('Council'). We make no compromise when it comes to employee safety.

As a worker of Council, it is your responsibility to:

- Follow Council's WHS policies and procedures as instructed.
- Report all WHS hazards incidents and near misses to your supervisor as soon as possible.
- Participate in all required WHS training.

To minimise risk and assist in protecting workers in employment at Council, workers are required to meet the inherent requirements of the position, including any Job Demand Analysis (JDA) that has been completed outlining the inherent physical requirements of this position. Council seeks to apply reasonable adjustments to remove barriers to workplace participation for individuals with a disability or injury.

Essential requirements of the position

Qualifications, licences and competencies

1. Current Class P1, P2 or C Driver's Licence (Desirable but not essential).
2. Completion of RoSA (Record of School Achievement) or HSC.
3. Commitment to completing a self-paced online course – Certificate IV in Library and Information Services via a Registered Training Organisation whilst working full time.

Skills and experience

4. Commitment to studying and developing skills knowledge of the library sector.
5. Commitment to delivering excellent customer service.
6. Commitment to working productively, prioritising workload, and managing time effectively.
7. Demonstrate willingness to build skills and capabilities to work effectively in team environments and independently.
8. Have sound communication (oral and written) and interpersonal skills.
9. Ability to work weekends in accordance with rostering requirements.
10. Demonstrate respect for others and comply with all Work Health and Safety requirements.

Disclaimer

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 in addition to those identified.

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