

## POSITION DESCRIPTION

### LIBRARY ASSISTANT

#### Position Summary

To assist in provision of an effective library service to all sectors of the community to meet identified needs relevant to the Library Service's resources

Provide support for branches in all areas of library service.

#### Position Details

Title	Library Assistant
Classification	Band 3
Category and status	Casual
Reports to	Manager Libraries
Supervises	NIL
External relationships	Members of the public, community organisations, schools, other library services.
Date PD approved	July 2020

#### Position Key Responsibilities

Customer Service	<ul style="list-style-type: none"> <li>Carry out all tasks associated with circulation of items</li> <li>Respond to customer requests for reference information and advisory service</li> <li>Assist public in the use of library equipment including Internet access and online catalogue</li> <li>Assists with children's activities, holiday programs, other library presentations</li> <li>The ability to travel and work between branches as required</li> </ul>
Collection Maintenance	<ul style="list-style-type: none"> <li>Carry out processing of new stock</li> <li>Organise rotation of stock between branches as required</li> <li>Organise and maintain the collection to meet the recreational reading and information needs of the customers within the bounds of the resources available</li> <li>Identify damaged and redundant items for approval for withdrawal</li> <li>Assess and recommend collection needs.</li> </ul>
Community and Tourist Information	<ul style="list-style-type: none"> <li>Assist members of the public with tourism information</li> <li>Take Meeting Room bookings as required</li> <li>Assist with events and occasions supported by the Library Service</li> </ul>
General administration	<ul style="list-style-type: none"> <li>Generate fortnightly timesheets</li> <li>Assist with displays and promotional activities</li> </ul>
External Services	<ul style="list-style-type: none"> <li>Promote a positive image of the Library Service within the community</li> <li>Assist with bulk loans and housebound deliveries as required</li> </ul>

### Position Organisational Responsibilities

Leadership	Not applicable
Strategy and policy	Not applicable
Budget	Not applicable
Internal meetings	Position will be required to participate in all team meetings.
External collaboration	Not applicable
Risk management	Responsible for identifying and minimising risk to Council and for ensuring that all OH&S obligations are met
Corporate records	Not applicable
Legislative framework	Not applicable
Customer Service	Position is accountable for own adherence to the Customer Service Charter.
Council values	Position will demonstrate and encourage behaviour in line with Council values.
Behaviour	Will demonstrate behaviour of the highest of integrity; behaviour that is free from bullying, harassment and discrimination and that abides by the Code of Conduct.
Emergency management	Not applicable

### Position accountability, judgement, skills and qualifications

Accountability and extent of authority	The position is responsible for the accuracy of advice given and for the level of professionalism and courtesy demonstrated in every interaction.
Judgement and decision making	The objectives of the work are well defined however sound judgment will be required in the resolution of customer enquiries. Guidance and advice will always be available from the Team Leader or Manager.
Specialist skills/knowledge	Position requires basic computer skills, proficiency with the Library systems and a good understand of library procedures.
Management skills	Position must be able to manage time, prioritise, organise and plan own work.
Interpersonal skills	Must have good verbal communication skills and the ability to gain co-operation and assistance from customers, members of the public and other employees.
Qualifications/experience	Experience working in a library and/or customer service environment.

### Selection Criteria

Qualifications	Library qualification or library experience an advantage. Current drivers licence
Knowledge/Interest	Knowledge and/or genuine interest in the library sector
Skills	Must have excellent reading, writing and computer skills including experience with internet, social media and online service applications.
Communication	Good communication skills with the ability to communicate effectively with both staff and community members