

# Position description

## Library Technician – Customer Service

### Summary information

Section	Library Services	Directorate	City Living
Position grade	Grade 6	Position type	Permanent, full-time, part-time and casual
Skill descriptor	Band 2 Level 1	Direct reports	No
Reports to	Branch Senior Librarian	Release limit	\$0
Approval limit	\$0	BCC numbers	Full-time - BCC1125, 1126, 1128, 1130, 1142, 1153, 1186, 1188. Part-time - BCC1123, 1127, 1140, 1142, 1143, 1144, 1147, 1148, 1149, 1150, 1151, 1152, 1154, 1155, 1163, 1168, 1177, 1179, 1180, 1181, 1182, 1184, 1185, 1186, 1187, 1189, 1326, 1339, 1440, 1441, 1442, 1443, 1444, 1145, 1448, 1889, 1860 and 1861.
Created/reviewed	June 2019		

### Our Values

#### TEAMWORK



#### CUSTOMER FOCUSED



#### INNOVATION



#### COMMITMENT TO SAFETY



Our aspiration to be the best council in Australia is reflected in our workplace values of Teamwork, Customer Focused, Innovation and Commitment to Safety. These values define who we are, what we do and how we do it. They are the basis of our culture, and influence the way we work with each other - and the way we serve our community.

It is our responsibility to apply and conduct ourselves in alignment with our corporate values. Collectively we can create a value-based organisation.

#### Leadership is critical to all positions at Council.

Leaders are responsible for providing direction and positive feedback to achieve business, operational and overall team performance objectives. They are responsible for enabling the success of their teams, and for ensuring their team can achieve all performance metrics whilst keeping each individual team member accountable. Our leaders are required to lead by example and provide coaching and support to enable their teams success.

Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

## 1 Position purpose

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- To provide appropriate library service to the Blacktown Community using the resources available and providing support work where necessary within the library
- Act in accordance with the NSW *Work Health Safety Act 2011*, Work Health Safety Regulation 2017 and the Work Health and Safety (WHS) System.

## 2 Qualifications and experience

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### Essential

- Library Technician Diploma, Associate Diploma or equivalent, as recognised by the Australian Library and Information Association (ALIA)
- Previous library experience
- Demonstrated strong commitment to a customer focused service
- Excellent communication skills, both oral and written
- Demonstrated ability to work within a team environment and independently
- Well-developed problem-solving skills
- Relevant computer skills
- Current class C driver's licence
- Working with Children Check number.

### Desirable

- First aid certification
- Ability to speak a community language.

## 3 Authority

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The incumbent has the authority to take any reasonable action that is consistent with the responsibilities of the position and to ensure the safe and efficient undertaking of work activities.

The incumbent's authority is subject to any limitation imposed by the management team, organisational policies, procedures and work instructions.

## 4 Key accountabilities

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### Position specific

- Work with other staff to provide excellent customer service at various library service points
- Perform duties relevant to the position efficiently and effectively
- Promote Council as an efficient and helpful organisation to the community
- If this role is identified as a position which undertakes coordination of volunteer programs as well as the supervision of volunteers when they are on site (not including work experience placements) you will be required to:
  - familiarise yourself with our Volunteers policy and standards
  - implement the policy and follow this Managing volunteers standard in a consistent and fair manner
  - undertake training needed to effectively coordinate volunteers

- allocate sufficient time to volunteer coordination.

### Work health and safety (WHS)

- Implement, monitor and, or comply with Council's WHS system, including but not limited to work health and safety policies, standard operating procedures, risk assessments/work instructions and associated system tools in their relevant work area.
- Adequately familiarise yourself with your work health and safety responsibilities and actively fulfill these as indicated in the WHS Responsibilities guideline WHS001.
- If this role is identified as a position with 'Chain of Responsibility' requirements, as defined by the *Heavy Vehicle National Law* and Regulations, you will, as far as reasonably practicable, ensure the safety of the vehicles transport activities. This is not limited to preventing breaches of mass, dimension, load, speed and fatigue laws and regulations.
- If this role is identified as a position which undertakes child-related work, as defined by the *Child Protection (Working With Children) Act 2012*, the *Child Protection (Working With Children) Regulation 2013* and the Office of the Children's Guardian, you will be required to maintain a current and valid Working with Children Check number, renewable every 5 years. In the event that there is any change to your Working with Children certificate clearance, you are obliged to report this to your manager immediately.
- WHS001 - Matrix is attached.

### Corporate

- To commit to and embrace the objectives of our community strategic plan, *Our Blacktown 2041*, by contributing to the delivery of our corporate objectives and strategic vision.

### Equal employment opportunity (EEO)

- Demonstrate appropriate knowledge of, and commitment to, EEO principles and anti-discrimination law in the workplace.

### Environmental sustainability

- Act in line with the *NSW Protection of the Environment Operations Act 1997*, the *NSW Local Government Act 1993* and seek to conserve and enhance our local environment, in consideration of Council's environmental sustainability policy through our work practices, programs and services.

## 5 Duties

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### Standard

- Participate in the delivery of quality customer service at various library service points
- Perform various duties related to the operation of library buildings and equipment, including access procedures for contractors and procedures for emergency evacuation
- Perform general library duties including shelving, shelf tidying and checking of new books
- Work at any of the library sites or service points as directed
- May be required to work evenings and/or weekends as rostered
- Undertake any other library duties as required
- Contribute to the efficient operation of the library by actively participating in team meetings, as well as meetings with other library teams and relevant professional networks.

### Customer services

- Perform efficiently, duties relating to circulation desk functions for all library resources

- Provide professional information services to library users
- Provision of information services, including direct patron service, telephone and online enquiries and user education
- Promote the resources of the library to the general community
- Assist in the provision of fast and accurate patron access to resources
- Improve patron access to library resources
- Increase patron use of the library service
- Increase patron satisfaction in the use of the library service
- Perform duties relating to the circulation of library materials. Such duties will include but not be restricted to:
  - issues, including taking payment for library fees and charges
  - returns
  - shelving
  - shelf tidying.
- Provide information services to library users. This will include but not be restricted to:
  - handling patron enquiries both in person and over the phone
  - joining new patrons
  - explaining library policy and procedures to patrons
  - explaining the use of the Online Public Access Catalogues (OPACs)
  - assisting patrons to find library materials
  - conducting reference interviews
  - reserving items
  - requesting Inter-library Loans (ILL)
  - taking suggestions for the purchase of items not readily available in the library
  - providing patrons with alternative information sources and/or institutions.
- Increase patrons' use and satisfaction in the library service by:
  - providing courteous, friendly and timely service to patrons
  - effectively resolving enquiries and complaints in a timely manner.
- Assist in identifying and controlling hazards and reporting those hazards that cannot be controlled
- Comply with all Work Health and Safety Policies, Procedures, Work Instructions and Codes of Practice
- Participate and cooperate in the establishment and implementation of Injury Management Plans and Return to work plans for injured workers
- Volunteer management duties if applicable
- Other duties as directed consistent with the operations of Council.

## **6 Performance criteria**

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As per Council's performance management system.

Leadership is critical to all positions at Council.

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Individual team members should engage positively with their leader to set and achieve business and operational objectives. They are responsible for taking ownership of their performance metrics to ensure they can achieve all their objectives.

### Acknowledgement and agreement

<b>Employee</b>	<b>Name</b>		
	<b>Signature</b>		<b>Date</b>
<b>Supervisor</b>	<b>Name</b>		
	<b>Signature</b>		<b>Date</b>