



CUMBERLAND
CITY COUNCIL

Position Description: Library Team Member – Programs (Home Library Service)

PRIMARY ROLE STATEMENT

Our purpose is to provide valuable services that strengthen and support the Cumberland Community.

Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

The purpose of this role is to assist in the efficient and effective delivery of materials to our Home Library Service clientele.

KEY DUTIES AND RESPONSIBILITIES

General Library duties

- Be familiar with, and implement correctly, all Library policies, procedures and guidelines to ensure consistency of service
- Ensure the security and accuracy of customer information, and follow Library guidelines on maintaining customer privacy
- Demonstrate a consistently high level of performance in a busy, customer focussed library environment
- Actively participate in, and contribute to, team meetings, work processes, activities, projects and planning
- Demonstrate competent customer relations' skills to clients of all educational levels, cultural backgrounds and age groups
- Resolve complaints and queries on request and ensure that if passed on, the complaint is resolved
- Be prepared to attend meetings, seminars and training courses as required
- Assist in the promotion of library services & resources to the community to ensure greater awareness and access to the Library.
- Maintain an awareness of changing trends and innovations in public library practice
- Provide accurate and appropriate information to customers
- Collect and reconcile monies according to Library procedures
- Be aware of and actively work towards the goals set out in the Library's Strategic Plan
- Perform any duties associated with the Library Service, which are within the limits of the employee's skills, competence and training
- Maintain an awareness of Library emergency and safety procedures, including evacuation procedures for each branch, the locations of first aid kits, emergency exits and fire-fighting equipment
- Participate in customer service duties at service points as rostered, including evening and weekend work, at designated service points

Home Library Service

- Assist with the efficient and effective operation of the Home Library Service
- Ensure the timely delivery of Library resources to Home Library customers

- Assist with the preparation and the weekly delivery to nursing homes, hospitals and individual Home Library customers.
- Maintain up-to-date records of customers with all relevant details
- Refuel the Library vehicle as required
- Take the Library vehicle for general maintenance and servicing as required
- Report all defects or damage to the library vehicle
- Develop, adapt and document work processes as required

Library courier duties – Back-Up

- Carry out the daily delivery of Library and Council materials between all of the branches and other locations (if required). This includes sorting, packing and loading materials into the Library van, returning and placing them on the Library or workroom shelves or handing to the appropriate staff member
- Sort Library material through the daily delivery. This includes processing items through the Library Management System.
- Pick up Library mail from the Post Office if required

Library Customer Experience duties

- Participate in general maintenance activities such as shelving and shelf tidy
- Assist customers using library equipment including photocopiers, self-serve equipment and OPACs
- Assist customers, both on-site and remotely, to access library resources including online databases, lending platforms and other e-resources
- Work regular desk shifts at service points and provide quality customer service

Child Safe Organisation

- This position is not currently designated as child related but Council may at any time choose to apply to the NSW Office of the Children's Guardian to have this role designated as child related, even though it may not involve face to face contact with children. Workers would be duly notified if this was to occur.

Fraud and Corruption Prevention

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to Council's Internal Ombudsman in the first instance, who will notify the General Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.

Work Health & Safety

- In accordance with councils WHS policy 2018, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have agreed to work to this policy.



We are **determined**
to succeed

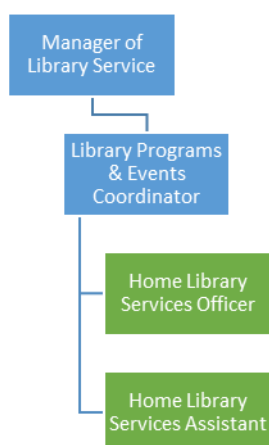


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in our approach



We are **progressive**
in our outlook

ORGANISATION STRUCTURE



ABILITIES, QUALIFICATIONS, EXPERIENCE

Essential

- Current Class C License
- Good driving record
- High level of interpersonal and customer service skills
- Demonstrated ability to safely and efficiently perform heavy lifting, loading and unloading activities
- Experience with using computers and email in a work environment
- Experience in a library or similar customer service environment

Desirable

- Demonstrated ability to efficiently read road maps, use GPS systems
- Experience with developing and adapting work practices in a changing environment

Employment Screening Required

- ☐ Qualifications verification
- ☐ Licence Check if driving Council vehicles



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Position & Est Number	4558, EST0326
Classification	Grade 4
Job Function Group:	Operational
Reports to:	Library Programs & Events Coordinator
Staff Reporting Responsibilities:	Nil
Budget Responsibility:	Nil

Date:

Agreed:

[Insert Employee Name]

Employee signature



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