



CUMBERLAND
CITY COUNCIL

Position Description: Library Team Member

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 carry out customer service duties efficiently and professionally, and to provide high quality customer service to both internal and external library customers. This role also participates in the delivery of programs and activities

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 and 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
- 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.

Library Operations duties

- Participate in general maintenance activities such as shelving, shelf tidy, weeding, repair of library stock, restocking supplies and rotating material on display
- Assist customers, both on-site and remotely, to access library resources including online databases, lending platforms and other e-resources
- Assist customers in the use and troubleshooting basic technology problems including photocopiers, self-service equipment, OPACsprinting services, computer equipment and software
- Be familiar with, and implement correctly, all policies, procedures and guidelines related to the Toy Library

- Assist with and actively participate in the running of Library activities including children's story time activities, adult classes and events etc
- Maintain an awareness of current reading trends and readers advisory resources.

Library Operations

- Maintain statistical data required for Council's Management Plan and other documentation

Child Safe Organisation

- This position is designated as child related. Applicants will need to provide suitable identification and personal details and a valid Working with Children Check Clearance Number must be submitted with your application. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.

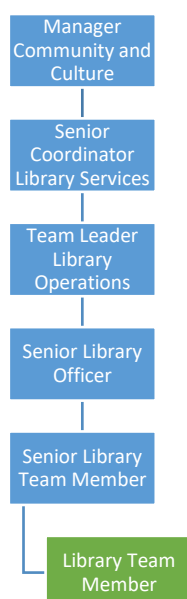
Fraud and Corruption Prevention

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 Council's 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.

ORGANISATION STRUCTURE



We are **determined**
to succeed



We are **inclusive**
in our approach



We are **progressive**
in our outlook

ABILITIES, QUALIFICATIONS, EXPERIENCE

Essential

- Experience in a library or similar customer service environment
- Well-developed literacy, numeracy and oral communication skills
- Demonstrated ability to work well in a team
- Experience in using computers and the internet in a professional environment

Desirable

- Demonstrated conflict resolution skills and experience
- Experience in assisting customers with technology and basic troubleshooting
- Well-developed knowledge of current library practices and reading trends

Employment Screening Required

- ☐ Qualifications verification
- ☐ Licence Check if driving Council vehicles
- ☐ Working With Children's Check

Classification	Grade 6
Job Function Group:	Customer Service
Reports to:	Team Leader Library Operations
Staff Reporting Responsibilities:	Nil
Budget Responsibility:	Nil

Date:

Agreed:

[Insert Employee Name]

Employee signature



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