



CUMBERLAND  
CITY COUNCIL

## Senior Library Team Member

### PRIMARY ROLE STATEMENT

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 be the Officer in Charge during the hours that they are working.

### 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
- 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

### **Supervision duties**

- Supervise staff to provide high quality Customer Service
- Address any staff performance issues and provide frequent feedback to the Team Leader Library Operations
- Respond to any initial customer complaints as required and input into responses where they are referred
- Ensure that all branch staff are fully conversant and adhere to the Library's policies, procedures and guidelines
- Ensure that all activities of the staff are performed efficiently and accurately and that workflows reflect this
- Ensure that the library environment is clean, tidy and welcoming. Report any issues to the relevant Library or Council staff

### **Library Operations**

- Write Council and other reports as required in consultation with the Team Leader 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 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.

## **ORGANISATION STRUCTURE**



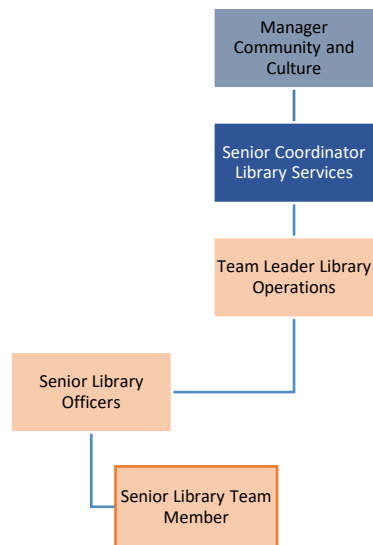
We are **determined**  
to succeed



We are **inclusive**  
in our approach



We are **progressive**  
in our outlook



## ABILITIES, QUALIFICATIONS, EXPERIENCE

### ***Essential***

- Diploma – Library/Information Studies (TAFE)
- Eligible for Library Technician membership of ALIA
- Experience in a library 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



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<b>Classification</b>	Grade 9
<b>Job Function Group:</b>	Operational
<b>Reports to:</b>	Team Leader Library Operations
<b>Staff Reporting Responsibilities:</b>	Nil
<b>Budget Responsibility:</b>	Nil

Date:

Agreed:

\_\_\_\_\_  
[Insert Employee Name]

\_\_\_\_\_  
Employee signature



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