

Position Description: **Senior Library Team Member**

POSITION DETAILS

Position grade	Grade 8		
Position type	Various		
Reports to	Team Leader Library Operations		
Department	Library Services		
Job function group	Customer Service		
Staff reporting responsibilities	Nil	Budget responsibility	Nil

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 be the officer in charge during the hours that they are working.

QUALIFICATIONS AND EXPERIENCE

Essential

- Diploma of Library and Information Services or relevant qualification
- 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
- Valid Working with Children Check

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 CHECKS

- ☐ Qualification/s verification
- ☐ Working With Children Check

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, OPACs/printing services, computer equipment and software
- Be familiar with, and implement correctly, all policies, procedures and guidelines related to the Toy Library



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- 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.
- Write Council reports 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.

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.

YOUR CORPORATE ACCOUNTABILITIES

Work Health and Safety (WHS)

- In accordance with Council's Work Health and Safety Statement, 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 sited this statement.
- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to Safe Work Method Statements, Safe Work Procedures, WHS Policies/Statements, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Comply with any reasonable instructions from Council's Managers in compliance with the WHS Roles and Responsibilities Procedure
- Wear all personal protective equipment (PPE) applicable to this position and comply with Council's Personal Protective Equipment Procedure
- Comply with Council's COVID-19 Vaccination Procedure throughout employment with Council
- The Executive Managers, Managers, Coordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively implemented within their areas of control, to support all under their immediate control and hold them accountable for their specific responsibilities.

Child Safe Organisation

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and



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supportive Council environment, which endeavours to promote child safe, child friendly practices.

- If this position is designated as child-related as defined by the Office of the Children's Guardian, you will be required to hold a valid Working with Children Check (WWCC) if over the age of 18. 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.
- If this position is not currently designated as child related, Council may review this at any time and choose to amend the position to be designated as child related. Employees will 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 their Manager, Director, or Council's Internal Ombudsman in the first instance, who is obliged to inform 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.

Customer Service

- Cumberland City Council are committed to striving for the delivery of excellent customer service. All employees will be held accountable to provide excellent service and the highest level of professionalism whilst performing the duties outlined in their position description.
- To contribute to this customer service oriented culture, it is expected that all employees respond to customer enquiries via all channels of communication relevant to your position, including phone calls, emails and requests/applications tasks via Council's customer request management system. You will also be expected to provide information in a timely, accurate and reliable manner in your position to ensure you deliver a positive customer experience.

SIGNATURE AND ACCEPTANCE OF POSITION

Employee name

Employee signature

Date of acceptance



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