

### POSITION DETAILS

<b>Position Title:</b>	Library Assistant	<b>Position Grade:</b>	4
<b>Department/Directorate:</b>	Libraries and Customer Service – City Life	<b>Position Status / Hours per Week:</b>	Permanent full time position
<b>Workplace Location</b>	Required to work at any City of Ryde Library location including weekend and evening shifts.		

### PRIMARY PURPOSE OF THE POSITION

- Provide frontline customer service in a public library
- Provide a safe, neat and welcoming library space
- Provide assistance with the use and troubleshooting / maintenance of library software and equipment
- Digital literacy and provision of digital literacy programs
- Participate in the maintenance of the collection to ensure a consistent high standard
- Involvement in children's programs
- Undertake tasks as required, within the skills, training, qualifications and experience of the role.
- Contribute to and support the achievement of library goals as identified in City of Ryde's strategic and planning documents

### SELECTION CRITERIA

#### Education / Qualifications

- Completion of a Certificate III recognised by the Australian Library and Information Association (ALIA) or qualifications in a discipline relatable to the duties of the position or significant experience working in a Library.
- Current Working With Children Check

#### Experience/Specific skills

- High level customer service skills and experience
- Excellent written and spoken English communication skills
- Demonstrated computer skills, an enthusiasm for information technology and troubleshooting ability
- Knowledge of and commitment to WHS and EEO practices and principles

#### Personal Attributes

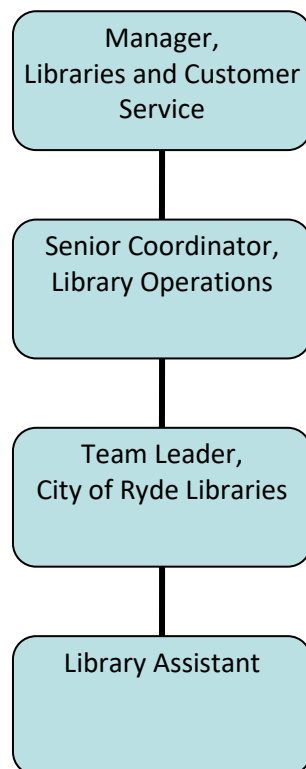
- Enthusiasm for working with the public in the delivery of high level customer service
- Excellent interpersonal skills
- Enthusiasm for library innovation and to play a role in the implementation of change
- Ability to work in a team environment with a community focus

#### Desirable Qualifications, Experience and/or Skills

- Public library experience

- Current NSW Driver's licence
- Bilingual language skills

## ORGANISATIONAL CHART



## SERVICE ACCOUNTABILITIES – Contributes to

The statements below indicate how the duties and responsibilities of this position contribute to the wider activities carried out by the City Life section of the organisation.

The position contributes to:

- Public library service development and management
- Public library operations service
- Public library programs service
- Public library resources service
- Community information service
- Community buildings Library development and management

## CORPORATE ACCOUNTABILITIES

The statements below indicate the relevant organisational “Accountabilities” that the position holder is required to observe.

1	To comply with legislative requirements
2	To adhere to Council plans, policies, procedures and Code of Conduct
3	To understand, adhere and promote all WHS policies and procedures
4	To understand, adhere and promote Council's EEO policies and procedures.
5	To understand and respond to the needs of our customers in accordance with the Customer Service Charter
6	To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your job plan
7	To actively document all policies, procedures, projects and activities (as required)
8	To actively share information and knowledge on issues, training and better practice to relevant staff
9	To identify and initiate improvements of business systems to maximise service delivery
10	To identify and initiate improvements of processes to maximise service delivery
11	To deliver all project deliverables through PM_CoR methodology
12	To identify and minimise exposure to risk
13	To be involved in or provide feedback on corporate initiatives
14	To positively and proactively work with others across the organisation to deliver the outcomes
15	To model Council's values
16	To create and contribute to a positive work environment within my team, my Unit and the workplace.
17	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements
18	To use, store and manage digital and hard copy information in accordance with Council's policy and procedures

## MANUAL HANDLING REQUIRED IN THE POSITION

You are required to undertake the following physical work tasks while following appropriate procedures in relation to safe manual handling techniques:

- Shelving and tidying of library items
- Lifting / carrying items when performing library duties
- Lifting / moving files, storage boxes, etc
- Pushing trolleys to move library items, boxes, etc.
- Straightening up chairs, tables and other furniture in preparation for library opening / closing,
- Moving equipment and furniture (sometimes including shelving) for program / activity set-up, pack-up and storage
- Sitting and working at a staff workstation / table or public service desk

## WORK HEALTH AND SAFETY RESPONSIBILITIES

You are required to perform your duties in accordance with this Position Description, City of Ryde Code of Conduct, policies procedures and instructions, where appropriate. You are also responsible for the following:

### Work Health and Safety

- Follow safe practices/procedures to perform your duties in a manner, so as not to put yourself or others at risk of harm;
- Participate in development of safe work methods and risk assessments with your Supervisor when required;
- Actively participate in WHS inductions and training when required;
- Wear Personal Protective Equipment (PPE) in the prescribed manner and when specified;
- Participate in workplace inspections if required;
- Take care of any plant or equipment of any kind, including computer and other telecommunication devices;
- Participate in emergency preparedness training, including any required knowledge for business continuity plans;
- Report all hazards, near misses and damage to City of Ryde property to your Supervisor.

### Certificates of Competency / Licences

- Where required for the position, either by legislation or through City of Ryde policies and procedures, maintain all certificates, licences, operative training etc, and advise Supervisors of any change to these, including vehicle licences.

### Injury Management

- Report all injuries/illnesses to your Supervisor immediately;
- If injured at work, actively cooperate and participate to comply with obligations imposed under injury management and return-to-work plans where applicable.

### Risk Management

- Report any potential public liability and professional indemnity exposures in your workplace to your Supervisor.

## OUR VALUES

All employees at City of Ryde are to observe our values which are:

### Health and Safety

We are all responsible for health, wellbeing and safety.

### Excellence

We deliver excellent service and embrace innovation.

### Accountability

We are honest and transparent.

### Respect

We seek to understand and celebrate diversity.

### Teamwork

We work together to achieve council's goals.

Employee's Name	
Employee's Signature:	
Date:	