

POSITION DETAILS

Position Title:	Library Assistant	Position Grade:	4
Dept/Directorate:	Library Services / Customer & Community Services Directorate	Position Status / Hours per Week:	Permanent / 35 hrs per wk (Mon, Tue 12.45 – 9pm Wed, Thu, Fri 8.45 – 5pm)

PRIMARY PURPOSE OF THE POSITION

- Provide lending (circulation support and membership) services to clients
- Provide basic information / reference services to clients
- Provide basic assistance with the use and maintenance of software and equipment
- Assist in maintaining the collection
- Assist with programmed activities
- Assist in delivering a positive customer experience of the library
- Requires the ability to work evening and weekend shifts

SELECTION CRITERIA

Education / Qualifications

- Completed Certificate III in Library & Information Services, or undertaking other library related tertiary study, or significant experience working in a library
- Current Working With Children Check

Experience/Specific skills

- Experience of working in a customer related environment
- Ability to effectively prioritise tasks and multi-task
- Demonstrated computer skills, including basic word processing and a willingness to assist with basic IT troubleshooting
- Excellent written and spoken English communication skills
- Knowledge of and commitment to WHS and EEO principles

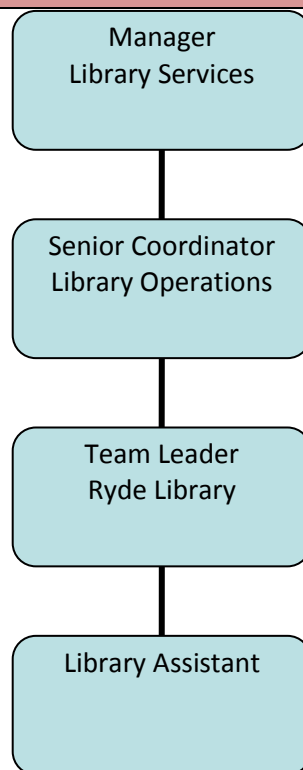
Personal Attributes

- Enthusiasm for working with the public in the delivery of high level customer service including library programs to our multicultural community, storytime and activities for children
- Ability to work in a team environment with a community focus
- Demonstrated ability to adapt and show initiative in a workplace environment of ongoing change

Desirable Qualifications, Experience and/or Skills

- Current NSW Driver's Licence
- Skills in a language other than English

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 Customer and Community Services Directorate.

Public Libraries Operations Service:

- Provide lending (circulation support and membership) services to clients
 - Greet customers
 - Join new library members/advice these members of membership conditions
 - Maintain currency of membership information
 - Guide users in self-check unit usage (or perform issues)
 - Return items, complete follow-up actions
 - Assist and guide users with renewals and reservations
 - Resolve issues raised by customers/resolve conflicts
 - Accept and process requests and inter-library loans
 - Collect library fees and charges
 - Check physical condition of library material at issue/return
 - Shelving

- Provide basic information / reference services to clients
 - Establish information needs
 - Assist clients in locating basic information/refer enquiries
 - Educate users in the catalogue, databases, other resources available
 - Refer enquiries to appropriate staff as necessary
 - Comply with City of Ryde Library Service policies and procedures
 - Follow up enquiries
- Provide basic assistance with the use and maintenance of software and equipment
 - Assist and advise clients on equipment bookings
 - Advise clients of any changes in bookings
 - Carry out basic troubleshooting on equipment
 - Assist clients with basic word processing and Internet enquiries
 - Assist users with device control systems and equipment.
- Assist in maintaining the collection
 - Shelf library resources
 - Regularly tidy library shelves
 - Regularly check the order of resources on the shelves
 - Identify damaged books and withdraw for mending or discarding
 - Mend damaged stock as required
 - Perform processing tasks as required
 - Participate in weeding and stocktaking programs as required
- Assist with programmed activities.
 - Assist in the planning and delivery of events and activities including children's and young adult's programs, storytelling, craft activities, and local festivals as required
 - Assist in preparing resources for use in activities
 - Record attendance figures at activities
 - Assist with the design and development of displays within the branch library
- Assist in delivering a positive customer experience of the library
 - Ensure the library is clean, safe and tidy at all times
 - Ensure library items are on display and replenished as necessary
 - Ensure displays and other information presented is timely and accurate
 - Provide courteous and professional service
- Ensure performance of duties complies with WH&S policies and procedures
 - Ensure actions do not place self or other persons at risk
 - Report any safety or security issues
 - Ensure that all security procedures are maintained

CORPORATE ACCOUNTABILITIES

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

1	To comply with legislative requirements
3	To adhere to Council plans, policies, procedures and Code of Conduct
4	To understand, adhere and promote all OH&S policies and procedures
5	To understand, adhere and promote Council's EEO policies and procedures.

CORPORATE ACCOUNTABILITIES

7	To understand and respond to the needs of our customers in accordance with the Customer Service Charter
8	To deliver your accountabilities and meet your project milestones, performance targets and service levels as required within your job plan
12	To actively document all policies, procedures, projects and activities (as required)
13	To actively share information and knowledge on issues, training and better practice to relevant staff
14	To identify and initiate improvements of business systems to maximise service delivery
15	To identify and initiate improvements of processes to maximise service delivery
16	To deliver all project deliverables through PM_CoR methodology
17	To identify and minimise exposure to risk
20	To be involved in or provide feedback on corporate initiatives
21	To positively and proactively work with others across the organisation to deliver the outcomes
25	To model Council's values
26	To create and contribute to a positive work environment within my team, my Unit and the workplace.
28	To undertake relevant training to improve performance of the individual, organisation and meet mandatory requirements

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:

Safety

We are committed to preventing injury to ourselves, our team and our community.

Teamwork

We work together with respect and support.

Ethics

We are honest, responsible and accountable for our actions.

Professionalism

We deliver effective services to the community with consistent decision-making.

Employee's Name	
Employee's Signature:	
Date:	