

Programs Library Technician Home Library

POSITION DETAILS

Position Title:	Programs Library Technician (Home Library)	Grade Band:	6
Service Unit/Group:	Library/Customer and Community	Position Status / Hours per Week:	Full-time (35 hours per week)
Workplace Location	Based at Ryde Library, but required to also work at all library branch locations (West Ryde, Eastwood, North Ryde and Gladesville) including weekend and evening shifts.		

PRIMARY PURPOSE OF THE POSITION

To maximise community satisfaction with Ryde Library Service through the provision of high quality, accessible library and information services by:

- Providing a high quality, efficient and effective home library service
- Co-ordinating the selection and courier delivery of items to the Home Library Service customers
- Reviewing the processes and making recommendations for the improvement of the Home Library Service
- Producing monthly reports; recording and analysing Home Library Service statistics
- Assisting to develop, deliver and promote programs and activities suitable for a range of identified groups that may include children and young adults, seniors and homebound, CALD and Council staff
- Providing professional and responsive customer and information services
- Providing frontline customer services
- Providing leadership for customer service shifts when assigned as Officer in Charge (OIC)
- Contributing to and support the achievement of Library Service goals as identified in City of Ryde's strategic and planning documents

SELECTION CRITERIA

Education / Qualifications

- Diploma of Library and Information Science or equivalent library technician qualification recognised by the Australian Library and Information Association (ALIA)

Experience/Specific skills

- Excellent oral and written English language communication skills
- Excellent interpersonal skills
- Knowledge of and enthusiasm for information technology, and troubleshooting ability
- Demonstrated commitment to excellent customer service
- Experience in or strong aptitude for readers advisory work
- Ability to effectively prioritise tasks, multi-task and meet deadlines

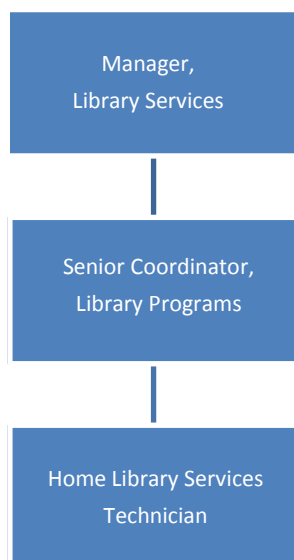
Personal Attributes

- Ability to work in a team environment with a community focus
- Enthusiasm for library innovation and the ability to play a role in the implementation of change
- Demonstrated computer skills and enthusiasm for information technology and troubleshooting
- Passion for working with seniors, homebound and CALD community groups
- Demonstrated commitment to EEO and WHS practices and principles

Desirable Qualifications, Experience and/or Skills

- Experience in the delivery of a Home Library service
- Experience working in a public library
- Experience of service delivery in a multicultural environment
- Current Drivers Licence
- Bilingual Language Skills

ORGANISATIONAL CHART



SERVICE ACCOUNTABILITIES – Contributes to

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

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 WHS policies and procedures
5	To understand, adhere and promote Council's EEO policies and procedures.
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

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.

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

OUR VALUES

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

Safety

We work safely at all times to prevent injuries to ourselves, our team and members of the public

Teamwork

We work together with respect and support

Ethics

We are honest, responsible and accountable for our actions

Professionalism

We deliver effective service to the community with consistent decision-making

Employee's Name	
Employee's Signature:	
Date:	