

## POSITION DESCRIPTION

<b>Position Title:</b>	Binnaway Library Assistant	<b>Position Code:</b>	6-BLA
<b>Division:</b>	Community Culture & Places (Macquarie Regional Library)	<b>Grade:</b>	B
<b>Location:</b>	Binnaway	<b>Hours/Week:</b>	4
<b>Financial Delegations:</b>	Nil	<b>Reports to:</b>	Warrumbungle Library Coordinator
<b>No. Direct Reports:</b>	Nil	<b>No. Indirect Reports:</b>	Nil

### Primary Purpose of Position

Under the direction of the Warrumbungle Library Coordinator, ensure the efficient day to day operation of the branch library/service point. This position undertakes a range of identified customer service and operational activities in the Service Point.

### Key Accountabilities / Duties

Key Result Area	Primary Activities
To provide quality customer service to all customers	<ul style="list-style-type: none"> <li>To ensure the provision of quality customer services according to the policies and objectives of Macquarie Regional Library</li> <li>To ensure the professional delivery of circulation desk routines by having a thorough working knowledge of the Library Management System. Routines include the issue and return of library resources, borrower registrations and processing overdue resources</li> <li>Have a sound working knowledge of all library collections</li> <li>As appropriate, provide a high standard of information and readers' advisory services</li> <li>To ensure the application of all fees and charges</li> <li>To ensure positive feedback from customers</li> <li>To ensure no reasonable criticism of the library's services and any complaints referred to the supervisor to be handled in a timely and effective manner</li> </ul>
To ensure the delivery of quality library services for all customers	<ul style="list-style-type: none"> <li>Have a sound working knowledge of all library collections</li> <li>As appropriate, provide a high standard of information and readers' advisory services</li> <li>To ensure shelving of resources, shelf checking, presentation of the Branch and it's collections is to the required standard</li> <li>As directed, ensure the transfer of resources between MRL branches with adherence to the annual transfer program and transfer procedures</li> </ul>

### Key Accountabilities / Duties

	<ul style="list-style-type: none"> <li>To monitor the day to day operation of the Library Management System, public access computers, photocopiers and other equipment, including following the notification of maintenance requirements procedure</li> <li>To ensure positive feedback from customers</li> <li>To ensure no reasonable criticism of the library's services and any complaints referred to the supervisor to be handled in a timely and effective manner</li> </ul>
To ensure the delivery of quality library programs for all customers	<ul style="list-style-type: none"> <li>As applicable and directed, assist with and support the following – <ul style="list-style-type: none"> <li>Implementation of the Branch component of the MRL Marketing Plan</li> <li>Young Peoples' Service</li> <li>Delivery of the Home Library Service</li> </ul> </li> <li>Positive feedback from customers</li> <li>To ensure no reasonable criticism of the library's services and programs and any complaints referred to the supervisor</li> </ul>
To ensure the end processing of Branch resources	<ul style="list-style-type: none"> <li>Undertake end processing and repair of resources as required and to the required standard</li> </ul>
To participate in and contribute to an effective and productive team and assist in any other matters as requested	<ul style="list-style-type: none"> <li>Contribute to the effectiveness of the team through productive personal behaviour</li> <li>Take personal accountability for own development</li> <li>To encourage and maintain good staff relations and teamwork at Branch level, with the Regional Office and the MRL Branches</li> </ul>

### Inherent Requirements of the Position

- Work alone without supervision
- Class C Drivers Licence
- Working With Children Check
- Current First Aid Certificate
- A large majority of this role is customer service based at the circulation desk, using computers/electronic systems, thus an inherent requirement of this position is the ability to complete sustained periods of work standing or sitting at a desk utilising computers/electronic systems or other office based equipment
- A reasonable level of fitness is required
- This position is required to wear a MRL identification badge when working in an MRL Branch/Service Point or, if required, at a public event

### Selection Criteria

#### Essential

1. Higher School Certificate
2. Sound computer and keyboard skills

### Selection Criteria

3. Demonstrated commitment and experience in delivering quality customer service
4. Demonstrated ability to work as part of a team
5. Excellent interpersonal and communication skills

### Desirable

6. Previous library experience

### Organisation Wide Accountabilities

Corporate Values	<p><b>All employees have a responsibility to uphold the values of the Administering Council, Dubbo Regional Council (DRC), which also apply to the Macquarie Regional Library Service (MRL).</b></p> <ul style="list-style-type: none"> <li>• Customer focused We are passionate about serving our community and creating a great place to live</li> <li>• Integrity: We act with integrity and professionalism and we are accountable to deliver the results we promise</li> <li>• One team: We work as one team and partner with others to deliver more than we can achieve alone</li> </ul>
Work Health and Safety	<p>All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include:</p> <ul style="list-style-type: none"> <li>• Complying with Council's WHS policies and procedures</li> <li>• Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others</li> <li>• Reporting any potential hazards, incidents or injuries to their Supervisor or Human Resource Services within 48 hours</li> <li>• Participating in any WHS consultation arrangements</li> <li>• Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace</li> <li>• Correctly using all personal protective equipment</li> <li>• Complying with emergency and evacuation procedures and site rules if applicable</li> <li>• The Chief Executive Officer, Directors (Officers), Managers and On-Site Supervisors have additional responsibilities as defined in the Dubbo Regional Council Work Health and Safety and Consultation Policy</li> </ul>
Sustainability	<p>Staff will give equal priority to improving and enhancing Council's economic, social and environmental outcomes by integrating sustainability into all decision making processes. This includes continuously increasing efficiencies, reducing resource use, sustainable procurement, maintaining service levels and protecting our natural assets. It is expected that all staff can demonstrate awareness and participation in sustainable work practices.</p>

Code of Conduct and Equal Employment Opportunity	<p>Staff will, at all times, adhere to:</p> <ul style="list-style-type: none"> <li>• Council's adopted Code of Conduct.</li> <li>• Council's Anti-Discrimination and Equal Employment Opportunity Policy to foster a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour.</li> </ul>
--	---

### Acceptance:

I, \_\_\_\_\_ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Dubbo Regional Council's policies and procedures.

I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time.

Signature:

Date: