

## POSITION DESCRIPTION

<b>Position Title:</b>	Dubbo Library Assistant	<b>Position Code:</b>	DLA
<b>Division:</b>	Liveability	<b>Grade:</b>	B
<b>Location:</b>	Dubbo	<b>Hours/Week:</b>	17.5
<b>Reports to:</b>	Community Engagement Librarian		
<b>No. Direct Reports:</b>	Nil	<b>No. Indirect Reports</b>	Nil

### Primary Purpose of Position

The Library Assistant undertakes a range of customer service and operational activities in Dubbo Branch Library. Under the direction of the Community Engagement Librarian, ensure the efficient day to day operation of the branch library.

### Key Accountabilities / Duties

Key Result Area	Primary Activities/Measures
Assist and support the supervisor to ensure the efficient day to day running of the Branch Library	<ul style="list-style-type: none"> <li>To ensure the professional delivery of circulation desk routines by having a thorough working knowledge of the Library Management System.</li> <li>To ensure the application of all fees and charges</li> <li>To ensure shelving of resources, shelf checking, presentation of the Branch and it's collections is to the required standard</li> <li>Have a sound working knowledge of all library collections</li> <li>To assist with Branch promotional events and activities</li> <li>As directed, ensure the transfer of resources between MRL branches is as per the annual transfer program with adherence to transfer procedures</li> <li>Work cooperatively within the branch and with the regional office and other MRL service points</li> <li>Monitor the day to day operation of the Library Management System, photocopiers and other equipment, including the notification of maintenance requirements</li> </ul>
Provide quality customer service to all customers	<ul style="list-style-type: none"> <li>Ensure the provision of a quality customer service including reference services, information and readers' advisory services, reservations, Inter-Library Loans [ILL], basic instruction relating to the library catalogue, library databases and other electronic resources</li> <li>Process overdue resources</li> <li>Process reserved 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> </ul>

### Key Accountabilities / Duties

	<ul style="list-style-type: none"> <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>
Assist and support the supervisor to ensure the delivery of quality library services and programs for all customers	<ul style="list-style-type: none"> <li>• As 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' services, including storytime &amp; school holiday programs and additional programs</li> <li>- Coordination of the Home Library Service and contribute to the biennial review of the service</li> <li>- Coordination of the Document Delivery Service [ILL] &amp; delivered in timely fashion</li> <li>- Delivery of Internet training sessions</li> </ul> </li> <li>• Positive feedback from customers</li> <li>• Ensure no reasonable criticism of the library's services and programs and any complaints referred to the supervisor to be handled in a timely and effective manner</li> </ul>
Undertake the end processing of Branch resources	<ul style="list-style-type: none"> <li>• Undertake end processing of new material</li> <li>• Repair of resources as required</li> </ul>
To ensure the undertaking of all required administration tasks	<ul style="list-style-type: none"> <li>• As directed, coordinate the provision of branch stores requirements</li> <li>• As required, ensure the reconciliation of the cash handling of the Branch takings, adhering to the cash handling procedures</li> <li>• As required, ensure that all required library statistics are provided by due date</li> <li>• Ensure adherence to the weekly delivery box process</li> </ul>
Participate 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

- Undertake an appropriate library course qualification (e.g. TAFE Certificate IV in Library and Information Science)
- Working With Children Check
- Class C Drivers Licence
- Current First Aid Certificate
- This position requires a pre-employment health assessment

- As directed by the Supervisor, and indicated on the roster, act as the Team Leader on weekends and during 5pm to 6pm on week days
- The position is also part of the seven day circulation desk roster including working to 6pm and on the weekend on a rotational basis
- 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
- 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
3. Demonstrated commitment to 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

#### Creating Community for Today and Tomorrow

All employees have a responsibility to uphold the values of Dubbo Regional Council being:

- **Progressive**
  - Be Curious, Courageous And Committed
- **Sustainable**
  - Balanced Approach To Growth & Opportunity
- **One Team**
  - Working Together
- **Integrity**
  - Accountable For Our Actions

#### Work Health and Safety

All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include:

- Complying with Council's WHS policies and procedures
- Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
- Reporting any potential hazards, incidents or injuries to their Supervisor or Human Resource Services within 48 hours
- Participating in any WHS consultation arrangements
- Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace
- Correctly using all personal protective equipment

### Organisation Wide Accountabilities

	<ul style="list-style-type: none"> <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	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.
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, Harassment 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: