

Position Description

CORPORATE INFORMATION

Position Title	Assistant – Libraries (Client Services)		
Directorate	Corporate and Community Services	Branch/Section/Unit	Libraries Branch
Position Number	1028	Award/Level	LGO/1-2
Award	Queensland Local Government Industry (Stream A) Award – State 2017 Division 2, Section 1		
Line Manager	Librarian – Client Services		
Direct Reports	Nil		

SCOPE OF POSITION

Position Summary

This position is responsible for providing and promoting library services to the community delivering high quality, customer focused service and library programming and events that are responsive to community needs.

Expected Deliverables/Key Performance Indicators

- Ensure that library customers and users receive a positive customer service experience on a daily basis.
- Provide information and technology services assistance and support for library customers.
- Deliver programs to fulfil the community's needs including children's activities, technology sessions and community workshops.
- Participate in review of library processes and procedures annually to ensure a continuous improvement focus to customer service.

Mandatory Licence/competency (Ticket) Requirements

- Queensland 'C' Class driver's licence or above that is current and maintained.
- Working with children check – Blue Card or ability to obtain a Blue Card.

Essential Knowledge/Skills/Qualifications Criteria

- Demonstrated experience in/knowledge of modern library practices, procedures and responsibilities, including the ability to communicate effectively both orally and in writing.
- Demonstrated interpersonal communication and teamwork skills with organisational ability.

Position Description

- Demonstrated computer literacy skills, including word processing and basic research skills.
- Ability to be flexible, adaptable and responsive to change.

Desirable Knowledge/Skills/Qualifications Criteria

- Knowledge and understanding of the Dewey Decimal classification system.

Physical Requirements of the Position

Note: Applicants with disabilities will be considered on a case by case basis.

- An ability to perform tasks for extended periods whilst in a sitting position and occasionally pushing, pulling or handling objects exerting a force up to 5kg.
- An ability to walk up and down stairs whilst occasionally carrying weights up to 15kg.
- An ability to clearly hear directions and instructions being provided at normal speech levels.

Special Requirements

- Library staff may be required to work at any of the library branches.
- Library staff may be required to work evening shifts and weekends as rostered.

ORGANISATIONAL INFORMATION

Safety

Behaviours

Maintain a positive attitude towards acquiring an understanding of work health and safety (WHS) legislation, including council WHS policies and procedures.

Fostering and maintaining a positive attitude towards WHS within the individual work teams.

Responsibility

Apply council policies and procedures in every day work activities to assist council in ensuring a safe work environment.

To meet the standards imposed by any relevant safety legislation as required by Queensland's *Work Health and Safety Act 2011*.

Related documents

- WHS Policy statement WHSPOL004.
- Work Health and Safety Responsibility and Accountability Statement WHSPOL008.
- The WHS KPIs are located in the Work Health and Safety Management Plan WHSPOL010 and should be referenced as applicable with this position.

Code of Conduct

As per the Staff Code of Conduct (OCPOL001), employees must conduct all business with integrity, honesty and fairness and comply with all relevant laws, regulations, codes, policies and procedures.

Records Management

Position Description

Council employees are required to ensure adequate records of actions taken and decisions made whilst undertaking their duties are created and maintained, in accordance with Council's Recordkeeping Policy.

Council's Vision

To be the *natural* choice to live, work and play.

Council's Values

Accountable – We take responsibility for our actions. We will be accessible and fair.

Consistent – Our actions will reflect council's guidelines and practices at all times.

Appreciative – We value the opportunities we have and that we look for the best in our people, our organisation and our community.

Communicative – We will keep people informed, consult with the community and will actively listen to and respond to their input.

Respectful – We treat people with dignity and courtesy. We recognise and support the contribution of individuals and respect each other, our customers and the diverse community we serve.

POSITION APPROVAL AND ACCEPTANCE

Approved By

Name		Position	
Signature		Date	

Accepted By

Name			
Signature		Date	

The scope and requirements of this position as well as the organisational structure is subject to change by council as required by business needs.