

## Position Description

**Position Title:** Casual Library Technician

**Position Number:** C0647

**Purpose of Position** To actively participate as a member of the branch team in the delivery of responsive, high quality, friendly and efficient library services and programs to meet the information, educational, cultural and recreational needs of the community.

To support and assist in the effective operations of the Library's lending, reference and information, technical and program services.

**Grade of Position:** **Band 3**

May be responsible for supervising staff in operational duties or for work requiring the application of trades, administrative or technical skills.

**Hours of Work:** As rostered (includes evenings and weekends)

**Department:** Community

**Section:** Library Services

**Position Reports to:** Library Experience Coordinator

**Number Supervised:** 1-4

Janice Bevan Director Community

**Approved by:** Date: November 2020

### CONTACTS

#### Key Contacts Within Department

- Library Futures & Technology team
- Marketing & Programs Team
- Branch Teams
- Children's & Young Adults team
- Collection Services Team

#### Key Contacts in Other Departments

- Community Development
- Community Recreation
- Communications & Customer Services
- Information Technology
- Building Maintenance team

#### Key Contacts Outside Council

- State Library of New South Wales
- Other libraries
- Local groups and organizations including schools

## Position Description



- Local businesses
- Relevant professional user groups

**Budget Allocation:** N/A

### EMPLOYEE DECLARATION

I will comply with the requirements of this Position Description.

Name: .....

Signature: .....

Date: .....

## GENERIC OUTPUTS OF POSITION

- **Comply with OHS Legislation, Policies and Procedures**

- Maintain a high standard of housekeeping and a safe work area
- Identify and report all Hazards for your area
- Wear required Personal Protective Equipment (PPE)
- Participate in the development and review of Risk Assessments
- Adhere to control measures and safe systems of work
- Report all Incidents and Near Misses
- Meet in reporting timeframes
- Comply with the Return to Work Program

- **Comply with EEO and Anti-discrimination Legislation, Policies & Procedures**

- Act to prevent workplace harassment, discrimination and bullying
- Report known incidents of workplace harassment, discrimination and bullying

- **Comply with Council's Code of Conduct and Values**

- Comply with Council's Statement of Business Ethics
- Behave ethically and transparently
- Contribute towards the achievement of Council's strategic plans
- Lead by example

- Support sustainable programs and activities
- Learn and comply with Council's strategies, policies and procedures
- Act with care for the local environment and community
- Take responsibility for your actions
- Care for Council's people, assets and finances
- Use and maintain Council's corporate systems

- **Comply with Document Storage Legislation and Procedures**

- Store and maintain corporate records in Council's electronic document
- records management system in accordance with relevant standards,
- procedures and the State Records Act

- **Perform as a Team Member**

- Productively contribute to the outcomes of work teams
- Work cooperatively with team members and supervisor
- Maintain an attendance record that contributes positively to team productivity
- Carry out allocated tasks to standards required
- Use good judgement and problem solving skills

## Position Description



- Obey all lawful instructions
- Attend and positively contribute to team meetings
- Work cooperatively to achieve Perform timeframes and measures
- Regularly review with supervisor own performance against required outcomes
- Complete an annual performance assessment

- **Complete required learning and development programs**

- Learn and share knowledge
- Complete induction/re-induction program
- Complete job-specific training programs
- Complete relevant legislative-based training
- Apply learning, knowledge and skills to enhance team performance

- **Comply with Council's Customer Service Policy and Standards**

- Be accessible and provide customers with clear and accurate information
- Deliver timely, punctual and reliable service to customers
- Communicate with customers in a professional and courteous manner
- Maintain a good flow of communication with customers
- Manage customer enquiries, records and complaints
- Complete all paperwork and on-line recording within required time limits

- Maintain a high standard of personal grooming and hygiene

- **Maintain Workplace Security**

- Adhere to procedures for accessing and securing premises, keys, plant, vehicles, equipment, information and cash

## Position Description



### ESSENTIAL CRITERIA TO BE ADDRESSED IN YOUR APPLICATION

#### 1. Required Qualifications/Certificates

- Qualification in Library and Information Science recognized for library technician membership of the Australian Library and Information Association (ALIA)
- Clear Working with Children Check for paid workers

#### 2. Required Experience

- Experience in delivery of readers advisory, reference and user education services in a library environment
- Demonstrated experience in assisting with program delivery and services for the community in all ages and skill groups
- Sound knowledge of library information systems; library management systems, search engines and search strategies, databases, MS Office, electronic devices and platforms, internet and social media
- A strong commitment to delivering quality customer service
- A professional, positive and co-operative approach to working with others
- Demonstrated experience working as a member of a team delivering customer service functions
- Knowledge and experience of principles, trends and practice of professional library work; modern library methods, techniques, equipment and terminology; standard and reference materials (variety of formats)

#### 3. Required Skills

- Ability to work in a diverse team environment
- Effective oral and written communication, and interpersonal, skills
- Effective conflict resolution and negotiation skills
- PC, mobile device and social media skills
- Physical ability to carry out tasks and duties required

#### 4. Desirable criteria

- Previous public library experience
- Ability to work in languages other than English
- Current NSW Class C driver's licence

**OPERATIONAL OUTPUTS OF PERSON IN POSITION**

- Provide professional and responsive readers' services including information and circulation services and participate in the delivery of events, activities and programs (occasional and regular), outreach and specialist services, as part of the Ku-ring-gai Library team, as rostered
  - Contribute to Library borrowers' access to information by determining their information needs, providing resources and referring appropriately
  - Respond to enquiries promptly and efficiently
  - Collect and analyse statistical data on usage of information and make reports and recommendations as required
  - Liaise and work with relevant community groups as required
  - Assist in the provision of an attractive, inviting and safe library environment by ensuring items are properly shelved and reading areas are kept tidy
  - Provide on-the-job training to other staff members as required
  - Assist with implementing appropriate and innovative marketing strategies for branch libraries
  - Assist in the delivery and evaluation of a range of high quality programs meeting the life-long learning and cultural needs of our community
  - Complete daily and routine tasks in an accurate and timely manner
  - Provide training to library users in the use of Library equipment, services and facilities
  - Undertake rostered service shifts at all service points on a regular basis
- Ability and willingness to have a consistently positive and cheerful attitude to work, to the organization, to colleagues at all levels, and to customers
  - Undertake other duties as allocated by the supervisor or Manager. These will be in accordance with the employee's range of skills, competence, training and/or experience.
  - Duties include moving boxes and files, furniture and equipment for set up and storage, meetings and training, activities and events. These are undertaken in accordance with safe manual handling techniques
  -