



## POSITION DESCRIPTION

### Our Values



<b>Position title:</b>	<b>Library Assistant – Mobile Library</b>
<b>Position code:</b>	<b>2234</b>
<b>Section:</b>	<b>Partnership, Planning and Engagement</b>
<b>Position reports to:</b>	<b>Mobile Library Officer</b>
<b>Band and level:</b>	<b>Band 1 Level 3; Band 2 Level 1</b>
<b>Salary grade:</b>	<b>Grade 8</b>
<b>Staff management:</b>	<b>Nil</b>
<b>Budget responsibility:</b>	<b>Nil</b>

### Primary function of the role:

The Library Assistant – Mobile Library is a key member for service delivery to Library Patrons and is placed in Richmond Tweed Regional Library within the Partnerships, Planning and Engagement. The primary objective of this position is to assist in maintaining and providing access to library collections in the mobile library to meet patron needs and organisational priorities.

Key functions include: communicating effectively with library patrons to meet their information needs; processing, sorting, filing and handling library materials; participating in process and service improvement projects in the team; and using automated information systems, databases and other technology for a range of processing and service tasks to ensure service and business targets are met.

### The Library Assistant – Mobile Library:

- Has the skills, capacity, and willingness to analyse problems, evaluate alternatives with a focus on collaborative problem solving.
- Engages and consults, listens to others, puts forward ideas and encourages the views of others.

### Person Description:

The right person for this role will:

- Be self-motivated, proactive, observant, and aware
- Be a team player
- Embody Council's values
- Be accepting of new ideas and embrace change
- Be outcome focused

- Be open minded in sharing information and knowledge freely
- Have a drive for improvement
- Have personal integrity and take responsibility
- Have a genuine customer service focus
- Have the ability to prioritise and schedule work and meet deadlines

### Key responsibilities and performance goals:

Responsibilities		Accountability
Work Health and Safety	Manage and monitor work health and safety responsibilities, ensure compliance with the legislation and regulations that govern the operations within the Program area and assist others in the team to implement the relevant policies, procedures and processes.	<ul style="list-style-type: none"> <li>• An engaged workforce fostering a culture of safety and behaviour based on safety principles.</li> </ul>
Best Practice	Contribute to the team to achieve excellence	<ul style="list-style-type: none"> <li>• Create a culture that inspires people;</li> <li>• Be flexible and assist staff within the branch to ensure all operations run smoothly; and</li> <li>• Maintain an attractive, accessible, safe and functional environment for staff and visitors.</li> </ul>
Governance Risk and Compliance	Ensure risks are identified and managed	<ul style="list-style-type: none"> <li>• Make safety an integral part of work, it is everyone's responsibility to implement the expected behaviours of our organisation;</li> <li>• Comply with Council's Procurement Guidelines and processes;</li> <li>• Ensure integrity of data; and</li> <li>• Maintain confidentiality at all times.</li> </ul>
Customer driven service delivery	Build and maintain relations with key stakeholders and customers (internal and external) related to service delivery.	<ul style="list-style-type: none"> <li>• Provide a high level of customer service to manage the expectations of internal and external customers.</li> </ul>
People	Promote Team Harmony	<ul style="list-style-type: none"> <li>• Commitment to fostering and participating in a positive team environment.</li> <li>• Be flexible and adaptable to the changing needs of the team.</li> <li>• Participate and contribute.</li> </ul>
Communication and Consultation	Written verbal and interpersonal communication skills that inspires confidence in your team and the audience you are communicating with.	<ul style="list-style-type: none"> <li>• Provide clear concise information.</li> <li>• Create a welcoming space through communication to the community.</li> </ul>

## Entry Level Qualifications and Requirements:

### Qualifications

- Higher School Certificate or Equivalent
- Australian Citizenship or appropriate visa to work in Australia
- Current Class HC (Heavy Combination) Driver's Licence

### Experience, skills and knowledge

- Client service focus.
- Ability and experience driving and setting up a Heavy Combination Truck.
- Good interpersonal, teamwork and communication skills.
- Organisational abilities in setting priorities, scheduling tasks and meeting deadlines.
- Good numeracy, literacy, accuracy and attention to detail.
- Adaptability, ability to respond to change and a problem-solving outlook.
- Ability to file., retrieve, shelve and physically organise library materials in a high-volume work environment.
- Capacity to lift and move small loads.
- Ability to learn and apply relevant policies and procedures.
- Experience in direct service provision or collection processing in a library or information service with high volume customer service.
- Skills and experience in I.T applications including databases.
- Experience in cash handling.
- Ensure that all corporate records are fully and accurately captured and maintained, to comply with legislative requirements and business needs.
- Undertake sustainable work practices that align with Council's commitment to the principles of sustainability.
- Capacity to work evening and weekends shifts.

# SKILLS STEPS

## STEP 1

- 1.1 Contribute to promotion, programs and related activities for clients.
  - Support the development of specific programs.
  - Actively promote library resources and services e.g children and youth and or eResources such as Your Tutour to the communities.
  - Attend outreach events promoting library services where possible.
- 1.2 Contribute to client access to information.
  - Determine client's information requirements and ways to meet them.
  - Provide information or refer appropriately.
  - Assist clients to access reserves and material from external sources including RTRL website.
  - Assist clients to access required information directly.
  - Operate electronic devices such as Audio Read Navigators.
- 1.3 Develop reference and reader service skills.
  - Remain aware of new library reference and information sources.
  - Source and apply information on industry employment obligations and opportunities.
  - Seek opportunities to update reference and reader development knowledge.
  - Remain aware of new innovation and services.
- 1.4 Develop and use information literacy skills.
  - Source literacy information
  - Assess different types of literacy information.
  - Prepare/present literacy information to clients.
  - Continue to develop information literacy skills.
- 1.5 Contribute to own work performance and learning.
  - Participate in identifying and meeting own learning needs.
  - Participate in Te3am Activities and contribute to relevant procedural initiatives and projects assisting in the development of high performing work teams and inclusive decision making within the branch.
  - Create operational and administrative efficiency through effective use of LMS, eResources, Intranet and Microsoft Office applications.
  - Actively participate in workplace change and development.
  - Provide support to paraprofessional and professional staff as required for knowledge and skill development.
- 1.6 Complete Heavy Vehicle Driver Development Program with successful evaluation.

## STEP 2

- 2.1 Research and analyse information to meet customer needs.
  - Analyse information needs.
  - Conduct a reference interview if required.
  - Determine and implement assistance strategies.
  - Ensure quality of customer service by seeking clarification and feedback.
- 2.2 Contribute to collection development.
  - Identify the information required.
  - Review information available for access.
  - Identify and assess options for obtaining information.
  - Contribute to review of collection.
  - Recommend or act on information acquisition or disposal with supervisor input.
  - Assist in data reporting, checking and correction.
- 2.3 Use, evaluate and extend own information literacy skills.
  - Remain aware of information, ideas and concepts.
  - Communicate information, ideas and concepts with supervisor and in group team discussions
  - Evaluate own work and skills for continued improvement.
  - Extend own information literacy skills.
- 2.4 Prepare and Deliver Training. (Internet for seniors or other programs)
  - Complete Train the Trainer Program.

- Prepare session.
- Instruct trainees.
- Review training provided.
- Provide opportunities for practice.
- Confirm trainee has reached required standard.

## 2.5 Prepare programs, activities and services for clients and associated promotion

- Plan programs/activities.
- Prepare promotion material and displays
- Organise resources necessary to carry out the planned programs/activities.
- Conduct programs/activities.
- Evaluate programs/activities.
- Complete administration, documentation and reporting.
- Participate and attend outreach programs eg. HSC school visits, book week school visits, library resource promotion.
- Branch coordinator for programs such as summer reading program, national year of reading.
- Participate in ongoing library programs or service e.g. housebound, story time, baby bounce, youth, school holiday, human library, law talks, author talks, book club, community talks.

## STEP 3

### 3.1 Provide support to colleagues.

- Assist less experienced or new staff by providing readers advisory/ technology advice and ongoing support. Establish a positive relationship with casual, new or less experienced staff members, volunteer or work experience students to provide ongoing support and advice.
- Provide feedback to supervisors regarding skill development or training needs of colleagues.

### 3.2 Provide induction/orientation to volunteers and work experience students.

- Complete training – TAAADEL301C – Provide Work Skills Instruction.
- Plan Induction session.
- Provide Induction session to new volunteer or work experience students using RTRL Introduction to library skills booklet and appropriate council documentation.
- Be prepared to provide induction sessions as required.

### 3.3 Coordinate delivery of an ongoing library program or service for a branch e.g. housebound, story time, baby bounce, youth, school holiday, human library, law talks, author talks, book club.

### 3.4 Completion of studies in Library and Information Science at Cert III level or higher

AND/OR

### 3.5 Alternative to Certificate III – completion of a 12-month program to share and learn about RTRL

- 1 day on mobile library, 5 days at HQ – over a 12 month period, 5 days at a different branch in a different council area – over a 12 month period, attend and participate in 4 outreach sessions in your area, present a 'how to' training session to some of the staff in the branch you visit or produce a display/exhibition, produce a report about your experiences, what you learnt, including one idea you will take back to your team, present your report and idea to a staff/team meeting, complete one of the three State Library online courses Web 2.0, Readers Advisory Training or Reference Training.

AND/OR

- Always actively participates and assists in the provision of RTRL programs and activities,
- Positively promotes all RTRL services to library members and visitors,
- Makes a genuine effort to be involved in RTRL change processes for example the conversion to Spydus and uptake eResources including databases and ebooks'.

## STEP 4

- 4.1 Provide clients with specialist and complex access to information.
  - 4.2 Represent the regional library to the community at organised events.
  - 4.3 Actively support publicity and promotional campaigns
  - 4.4 Contribute to the identification and development of staff potential through identification of individual training needs of the team.
  - 4.5 Identify the potential to initiate new library activities such as literacy development.
  - 4.6 Ensure refined mobile library processes and enhancements to reflect staff and customer needs.
  - 4.7 Ensure mobile library services meet LCC service level agreements.
  - 4.8 Assist to identify and implement opportunities to increase library memberships from the Mobile Library.
  - 4.9 Ensure the provision of high-quality customer service by identifying and implementing improvements in customer service, processes and documentation.
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