

POSITION DESCRIPTION	
Title:	Library Assistant
Business Unit:	Community and Creative Services
Reports to:	Branch Supervisor
Grade:	8
Position Allowances:	Nil
Hours:	Up to 35 hours per week, on a 7 day roster including evening and weekend shifts
Number of Direct Reports:	Nil
Number of Indirect Reports:	Nil
Vehicle:	No
Position Code:	75321, 75322, 75317, 75318, 75320, 75367 + (Casuals)
Pre-placement Medical:	Not required
National Police History Check:	Not required
WWCC Check:	Required
Date Developed:	August 2017
Date Reviewed:	
Position Purpose	
To provide quality library and museum experiences to a diverse range of customers, consistently adding value by promoting library and museum resources, programs & technology in an engaging way.	
Qualifications and Experience	
<i>(Minimum required/essential for success in the job)</i>	
Essential: <ul style="list-style-type: none"> Demonstrated commitment to a customer focused role, preferably with experience in a public library environment. Friendly, engaging and enthusiastic with a genuine interest in community life and libraries. 	

- High level literacy skills, with a demonstrated interest in reading, technology and community programs.
- Clear communication skills with the ability to clarify and understand the needs and manage the expectations of a diverse customer base and respond to individual needs.
- Resilience: the ability to stay calm and focused while balancing the competing demands of a busy service point; thinking on the go, multi-tasking and handling surprises in a positive and professional way.
- Ability to be flexible and adapt to changing workflows.
- A high level of self-awareness, an interest in learning new things and a commitment to innovation.
- Current digital literacy skills with the confidence to support customers with diverse technology across multiple devices, platforms, apps and software.
- Experience in contributing to improvements to a quality management system or making suggestions for other business improvements.
- Current NSW Driver's Licence - Class C Drivers.
- Possess a "Working with Children Check" Clearance in accordance with the 'Child Protection (WWC) Act 2012' for paid work.

Desirable:

- Certificate III in Library & Information Services or related field.
- Recent experience working in a public library.
- Familiarity with reader's advisory tools.
- Experience in cash handling.

Main Activities/Tasks

Customer Experience

- Participate in rostered library customer service shifts, as required, at any library service point or outreach activity, ensuring customers have a positive experience characterised by active engagement.
- Promote the Council, Library and Museum brand by being positive, enthusiastic, engaging and proactively adding value to the customer experience.
- Conduct library and museum customer interactions professionally, understanding customer requests, presenting options & explaining solutions that meet customer needs.
- Actively engage with the community where they are: via roving customer service, side-by-side assistance or participating in pop-up libraries.
- Assist customers in the use of technology and equipment, providing eResources education as required and promoting the use of clever technology relevant to customers.
- Assist with the delivery of a diverse range of library and museum programs and outreach activities across the community.
- Contribute to the maintenance of an attractive and welcoming environment using agreed marketing techniques and displays that engage customers.

- Check, sort and arrange library items in the correct genre and/or shelf order.
- Maintain library and/or museum data and systems in a timely and accurate manner.

Contribute to the overall operation of the organisation

- Follow Council policies and procedures.
- Contribute to a positive team environment that is focused on continuous improvement.
- Contribute actively to meetings and other communications channels of the Library Experience team and the broader Libraries and Museum team.
- Work collaboratively with other sections of Council to make sure community needs are met.
- May be required to act in a more senior role..

Professional development

- Stay connected with developments in public libraries via industry networks, training and seminars.
- Keep up-to-date with new and diverse technology relevant to public libraries.
- Undertake rotation of roles throughout the library service and museum to support career development and organisational needs.

Support and promote the integrity and reputation of Council

- Be a role model for quality customer service.
- Comply with all Council policies and procedures and relevant legislation.

Work Health & Safety

- Take reasonable care of self and others in the workplace.
- Cooperate with all health and safety policies and procedures agreed to by management and staff.
- Report any unsafe conditions that are identified.
- Not bypass or misuse systems or equipment provided for WH&S purposes.
- Participate in WH&S training as required and contribute to the identification of hazards and assessment of risks as required.

Risk Management

- Be aware of all potential risks that might arise in your area of activity and responsibility.
- Minimise Council's exposure to risks in so far as is reasonably practicable within your area of activity and responsibility.

Accountability and Behaviours

- Be accountable for your behaviours in the delivery of your duties noted in the position and other functions relating to your role.
- Follow Council policies and procedures.
- Work collaboratively within the team and across Council towards common goals.
- Develop and maintain positive and effective professional working relationships with community and customers.
- Contribute to a positive organisational culture.

- Continuous improvement – evaluate current activities and continuously look for ways to improve quality, effectiveness and efficiency.

Organisational Values

- Apply and demonstrate Council's Core Values of Collaboration, Accountability, Integrity, Respect and Sustainability.