



LIBRARY ASSISTANT - BUNDEENA

POSITION PROFILE

Division	Shire Services	Status	Permanent Part-Time
Unit	Library Services	Salary Grade	Grade 4
	Customer Services – Team Leader & Coordinator		November 2021
Reports to		Reviewed	

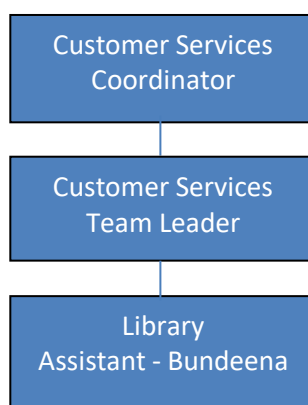
STRATEGIC INTENT

The Library enriches the community by providing access to information, education and cultural services and promoting lifelong learning, literacy and leisure opportunities

POSITION PURPOSE

To assist in the provision and promotion of efficient and effective library services to the Bundeena community

STRUCTURE



POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED

PERFORMANCE STANDARD

Maintain quality library services including issuing and returning of loans, provision of reader and information services and membership	<ul style="list-style-type: none"> ▪ Efficient operation of library services ▪ Statistical reports
Respond to customer queries and suggestions	<ul style="list-style-type: none"> ▪ Customer needs identified and queries answered using appropriate resources and services
Utilise library resources and emerging technologies to engage and assist customers in the use of technology and access to information	<ul style="list-style-type: none"> ▪ Able to use a broad range of skills and technologies to deliver customer services
Promote library services and resources	<ul style="list-style-type: none"> ▪ Library usage
Resolve customer queries / complaints / suggestions / waive fines as required. Refer to supervising staff if necessary	<ul style="list-style-type: none"> ▪ Resolution of issues or referral ▪ Review of services / procedures to meet customer requirements
Assist in monitoring standards of collections and equipment and report maintenance issues according to school procedures	<ul style="list-style-type: none"> ▪ Referral / reporting of issues
Provision of a quality library collection relevant to the needs of the local community	<ul style="list-style-type: none"> ▪ Advice provided to Collection Services on subject gaps, items for purchase, areas of high demand
Organise the handling and security of monies in accordance with procedures	<ul style="list-style-type: none"> ▪ Cash handling procedures adhered to
Ensure policies and procedures are followed	<ul style="list-style-type: none"> ▪ Procedures are current and consistently followed
Report to Branch Meetings and Library Management when required	<ul style="list-style-type: none"> ▪ Attendance and contribution
Continue to develop professional knowledge and skills	<ul style="list-style-type: none"> ▪ Training records
Adhere to Council procedures for working in isolation	<ul style="list-style-type: none"> ▪ Procedures followed
Liaise with and maintain an effective working relationship with school principal, staff and students of Bundeena Public School	<ul style="list-style-type: none"> ▪ School satisfaction
Work on directed school library activities / projects for 3 hours each week	<ul style="list-style-type: none"> ▪ Undertake or complete library tasks set by school principal
Work across library services for 3 hours during school holiday periods	<ul style="list-style-type: none"> ▪ Rosters met

SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	Undertaking or have completed study towards a Library & Information Science qualification or equivalent or substantial relevant experience Working with children check number to be provided for verification or willing to obtain prior to appointment
Experience or skills	Essential	Enthusiasm and awareness of the role of public libraries in the community Well developed communication and interpersonal skill including the capacity to interact and maintain effective relationships with the school community (staff and students) Experience in working with the public with strong customer service and conflict resolution skills Competent in the use of computer applications including digital collections, social networking tools and merging technologies Demonstrated ability to learn, follow procedures and work independently
	Desirable	Previous experience working in a public library or school library Driver's Licence

CORE CAPABILITIES

Attributes	<ul style="list-style-type: none">▪ Community centred: Develop connections and collaborative partnerships to promote the library as a learning resource for the community▪ Goals oriented: Work to achieve Unit, team and self-set goals, taking on challenging tasks and able to cope with the physical demands of the position▪ Leadership: Participate in a workplace culture of learning and growth▪ Communication skills: Work to build relationships with staff and the community. Communicate effectively to meet customer requirements▪ People skills: Respond to customer requests, resolve disputes effectively and initiate, support and assist with and deliver learning programs to the community▪ Professional development: Remain up to date with industry developments and identify and source learning opportunities for professional growth
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OUR VALUES

Behaviours	<ul style="list-style-type: none">▪ Collaborative - be open and welcoming, genuinely connect to others, include others, work together as one
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	<ul style="list-style-type: none"> ▪ Active - be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day ▪ Respectful – be honest and trustworthy, do what you say you will put yourself in the other person's shoes, listen to what's important to others ▪ Evolving – stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker
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CORPORATE OBLIGATIONS

Employees	No direct reports. Unit structure attached.
Delegations	Authority to operate within the Delegations attached to the position
Risk Management	Managing work practices to mitigate all identified risks, identifying and reporting additional risk and threats and assist in devising strategies to mitigate these risks.
Financial Management	Managing budgets and expenditure, undertaking relevant checks and applying rules, regulation, process and procedures in dealing with financial matters
Workplace Health and Safety	Comply and co-operate with WHS policies, procedures, instructions and safe systems of work.
Code of Conduct	All employees are responsible for adhering to Council's Code of Conduct and the policies and procedures that support it
Workplace Behaviour & EEO	All activities must comply with Council's Workplace Behaviour Guidelines.
Enterprise Content Management	Comply with Council's Enterprise Content Management Determination and associated guidelines including creation of appropriate records in Council's records management system and proper custodianship of records to ensure against loss, removal or destruction
Continuous Improvement	Identify obsolete and inefficient practices and recommend changes where appropriate
Customer Focus	Championing an exceptional customer experience, and evaluating customer satisfaction in order to continually improve service delivery
Procurement	Activities are conducted in accordance with the Purchasing Policy and Procedures to provide transparency and cost effectiveness in procurement

SPECIFIC CONDITIONS OF EMPLOYMENT

17½ hours over 3½ days can be rostered over 7 days.

Rostered hours as at July 2020

Monday 3pm – 8:30pm
 Tuesday 9am – 12 noon

Wednesday 3pm – 8:30pm
Saturday 8:30am – 12 noon

Conditions in accordance with Core Enterprise Agreement covering salaried staff

Position required to work across Sutherland Shire Libraries to meet operational needs.

This is a child related position under the definition of Council's Child Protection Policy.

This position has been identified as having the responsibility of managing cash transactions for the organisation when required. In undertaking these duties you are placed in a position of trust and must abide by Council's Code of Conduct at all times. In the event that fraudulent conduct is identified, ICAC will be notified and the disciplinary process will be followed