



# Library Assistant (Central & Branches)

## POSITION PROFILE

Division	Shire Services	Status	Permanent
Unit	Library Services	Salary Grade	Grade 3
Reports to	Branch Librarian, Senior Library Officer, Customer Services Team Leader and Coordinator	Reviewed	November 2021

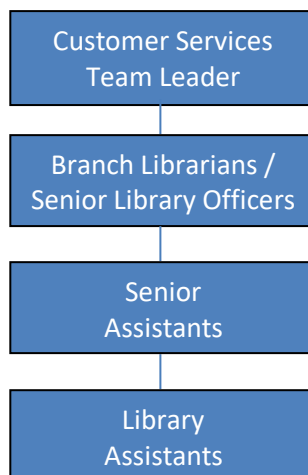
## STRATEGIC INTENT

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 community

## STRUCTURE



## POSITION OUTCOMES AND ACCOUNTABILITIES

OUTCOME TO BE DELIVERED	PERFORMANCE STANDARD
Support and respond to supervising staff instruction as required	<ul style="list-style-type: none"> <li>Duties performed to a consistently high standard</li> </ul>
Assume the responsibilities of Senior Assistant / Senior Library Officer / Branch Librarian if required	<ul style="list-style-type: none"> <li>Duties performed</li> </ul>
Maintain quality library services including issuing and returning of loans, shelving and tidying of material, holds system, customer queries and membership	<ul style="list-style-type: none"> <li>Efficient operation of lending services</li> <li>Statistical reports</li> </ul>
Support and assist, as required, in the training of new permanent and casual staff in lending services / branch work	<ul style="list-style-type: none"> <li>Staff trained</li> </ul>
In the absence of supervisory staff, communicate with replacement staff, ensuring quality services and continuity of programming	<ul style="list-style-type: none"> <li>Library continues to operate without disruptions to service</li> </ul>
Cover library and customer service points as required	<ul style="list-style-type: none"> <li>Customer needs identified and queries answered using appropriate resources and services</li> </ul>
Utilise library resources and emerging technologies to engage and assist customers in the use of technology	<ul style="list-style-type: none"> <li>Able to use a range of skills and technologies to deliver customer services across service points</li> <li>Customer satisfaction</li> </ul>
Resolve customer queries / complaints / suggestions / waive fines as required. Refer to supervising staff if necessary	<ul style="list-style-type: none"> <li>Resolution of issues or referral</li> <li>Review of services / procedures to meet customer requirements</li> </ul>
Assist in monitoring standards of building, collections and equipment and report maintenance issues according to established procedures	<ul style="list-style-type: none"> <li>Referral of issues to supervising staff</li> </ul>
Participate in project work as required	<ul style="list-style-type: none"> <li>Projects completed to a high standard</li> </ul>
Suggestions / referral of issues in regards to policies, procedures and systems to appropriate supervisor	<ul style="list-style-type: none"> <li>Issues referred</li> </ul>
<i>At branches</i> ~ Assist with daily account balancing	<ul style="list-style-type: none"> <li>Cash handling procedures adhered to</li> </ul>
Assist and support the promotion and delivery of library programs, resources and services to the community. Suggest programs and initiatives	<ul style="list-style-type: none"> <li>Program statistics</li> <li>Community satisfaction</li> </ul>

May be required to act as a relief library driver using a Council provided vehicle	<ul style="list-style-type: none"> <li>Items delivered as required (between libraries and home library customers)</li> </ul>
Present children and young adult activities as required. Assist with pre-school, schools and community group visits	<ul style="list-style-type: none"> <li>Undertake and complete training with the Children and Young Adults team</li> <li>Consistency of quality across service</li> </ul>
Continue to develop professional knowledge and skills	<ul style="list-style-type: none"> <li>Training records</li> </ul>

## SELECTION CRITERIA / SUCCESS PROFILE

Qualifications, Certificates or Licences	Essential	Be prepared, undertaking or have completed study towards a Library & Information qualification or equivalent 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 Experience in working with the public with strong customer service skills Competent in the use of computer applications including digital collections, social networking tools and emerging technologies Ability to initiate and assist in the planning and delivery of library events, activities and promotion Interest in the provision of library services to children and young adults
	Desirable	Previous experience working in a public library Driver's Licence

## CORE CAPABILITIES

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

Behaviours	<ul style="list-style-type: none"><li>▪ <b>Collaborative</b> - be open and welcoming, genuinely connect to others, include others, work together as one</li><li>▪ <b>Active</b> - be enthusiastic and optimistic, make a positive contribution, set goals to be the best you can be, deliver every day</li><li>▪ <b>Respectful</b> – 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</li><li>▪ <b>Evolving</b> – stay up to date, take on new opportunities, think creatively about solutions, be a big picture thinker</li></ul>
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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

Conditions in accordance with Core Enterprise Agreement covering salaried staff.

Rostered across 7 days.

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