

POSITION DESCRIPTION

Library Assistant

POSITION TITLE	Library Assistant	POSITION CODE	Various
DIRECTORATE	Shire Connections	SECTION	Customer Engagement and Experience
REPORTS TO	Coordinator Client Services or Coordinator Technology Services	GRADE	B
DATE PD APPROVED	September 2020	LOCATION	Picton
DATE PD REVIEWED	October 2026	DIRECT REPORTS	Nil

COUNCIL OVERVIEW

Working at Wollondilly Shire Council, you will help to achieve our organisational vision, *Making Wollondilly even better, together*. All of our staff live and role model our Corporate Values of Accountability, Agility, Service Excellence, Integrity and Collaboration.

PRIMARY PURPOSE OF THE POSITION

The Library's vision is to enhance quality of life and community identity by providing access to products and services that are engaging, support literacy in all its forms and build social connections. The purpose of this role is to assist in the provision of high-quality Library Services to the community.

KEY ACCOUNTABILITIES

- Ensure that Wollondilly Library Service delivers to the highest standard, with a focus on exceptional customer service. Activities include, but are not restricted to, Library circulation, readers advisory assistance, reservations, information enquiries, event bookings, instruction in e-resources and WPAC catalogue use, basic technology assistance, and operating the Mobile Library vans to deliver Library services autonomously at locations throughout the Shire.
- Perform library activities in a professional manner that could include, but are not restricted to, administration and recordkeeping, stock processing and maintenance, the preparation and delivery of adults and children's programs and events, marketing assistance, home library delivery service, inter-library loans, statistics collection, serials processing and basic cataloguing. Library Assistants provide support for the Client Services Team and Technology Services Team outputs and projects.
- Ability to use a range of Library information resources, and a willingness to provide assistance, training and support to library customers in the use of office, library and emerging technologies.
- Ability and commitment to work in Council's customer service point rosters, including rostered evening and weekend shifts across the span of Monday-Sunday.
- Ability to communicate to the public and all levels of the organisation in matters relating to Library Services.
- Recommend and make ongoing improvements as directed to existing methods, techniques and procedures.
- Additional duties as required within the limits of the employees skill, competence and training.

KEY CHALLENGES AND COMPLEXITIES

1. Ability to respond professionally towards difficult customer behaviour.
2. Flexible attitude to workplace and industry changes.
3. Learning about and assisting with Library products and services.

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KEY RELATIONSHIPS

INTERNAL INFLUENCE?

Employees, Managers, Directors

WHY?

The position provides support to other Library team members, and acts as an intermediary between residents and Council. When enquiries cannot be effectively resolved at the initial level, they can be transferred to appropriate staff.

EXTERNAL INFLUENCE?

Residents and ratepayers

WHY?

As the first line of enquiry, the position provides a critical service function on behalf of Council.

AUTONOMY AND DECISION MAKING

Either the Client Services Coordinator or Technology Services Coordinator provides supervision. The role requires the employee to make decisions about tasks, and when to refer enquiries to specialist personnel or supervisors. Decisions are made within the scope of Council's policies as delegated from time to time by the Chief Executive Officer. Please see delegations list for full description of authority.

CODE OF CONDUCT, POLICIES, PROTOCOLS AND PROCEDURES

Employees are to adhere to Council's Code of Conduct, policies, protocols and procedures at all times.

FRAUD AND CORRUPTION PREVENTION

Council has a zero tolerance towards fraud, corruption or any behaviour that may bring Council into disrepute with the community. All Council has employees have a responsibility to identify, prevent and report fraud, corruption and behaviour that may bring Council into disrepute.

RISK RESPONSIBILITIES

Employees have a day to day responsibility to identify, analyse, evaluate and treat all risks that relate to their role and Council.

CAPABILITIES FOR THE POSITION

The Local Government Capability Framework describes the core knowledge, skills and abilities expressed as behaviours, which set out clear expectations about performance in local government: 'how we do things around here'. It builds on organisational values and creates a common sense of purpose for elected members and all levels of the workforce. The Local Government Capability Framework is available at <https://www.lgnsw.org.au/capability>

Below is the fill list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

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Capability Group	Capability Name	Level
 Personal attributes	Manage Self	Intermediate
	Display Resilience and Adaptability	Intermediate
	Act with Integrity	Intermediate
	Demonstrate Accountability	Intermediate
 Relationships	Communicate and Engage	Adept
	Community and Customer Focus	Adept
	Work Collaboratively	Intermediate
	Influence and Negotiate	Foundational
 Results	Plan and Prioritise	Foundational
	Think and Solve Problems	Intermediate
	Create and Innovate	Foundational
	Deliver Results	Foundational
 Resources	Finance	Foundational
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Foundational

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least at satisfactory level for a candidate to be suitable for appointment.

Group and Capability	Level	Behavioural Indicators
Personal Attributes Display Resilience and Adaptability	Intermediate	- Adapts quickly to changed priorities and organisational settings - Welcomes new ideas and ways of working - Stays calm and focused in difficult situations - Perseveres through challenges - Offers own opinion and raises challenging issues

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Group and Capability	Level	Behavioural Indicators
Relationships Community and Customer Focus	Adept	• Demonstrates a sound understanding of the interests and needs of customers and the community • Takes responsibility for delivering quality customer-focused services • Listens to customer and community needs and ensures responsiveness • Builds relationships with customers and identifies improvements to services • Finds opportunities to work with internal and external stakeholders to implement improvements to customer services
Resources Technology and Information	Intermediate	• Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness

SELECTION CRITERIA INHERENT REQUIREMENTS

Essential Experience

- Demonstrated experience of working well within a team environment.
- Ability to follow instruction, work autonomously, and communicate professionally.
- Ability and commitment to work in Council's customer service point rosters, including rostered evening and weekend shifts across the span of Monday-Sunday.
- Demonstrated commitment to the provision of high-quality customer service.
- Demonstrated ability to plan, organise and prioritise tasks.
- Demonstrated ability to manage financial transactions in a customer service setting.

Essential Qualifications, licences and tickets

- Current Class C Drivers Licence.
- Valid Working with Children Check (paid employment).

DESIRABLE REQUIREMENTS

- Experience working in a Library.
- Demonstrated ability to use a range of Library information resources, and a willingness to provide assistance, training and support to library customers in the use of office, library and emerging technologies.
- Demonstrated understanding of services offered by public libraries and their relationship with communities.
- Aptitude for basic cataloguing and technology assistance.

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- Willingness to assist and deliver Children's and Adults programs.

ACCEPTANCE OF POSITION

I have read and understand the contents of the position description for my role and agree to work in accordance with the requirements of the position. I understand this position description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I understand that this position description may change with organisational requirements and the tasks and responsibilities outlined in the position description may vary from time to time.

Signature:

Date:

PHYSICAL TASK REQUIREMENTS

Physical Demands – General

- Data Entry – tasks involve the use of hands and arms to enter data on a computer with the use of a keyboard and/or mouse.
- Writing – tasks require written correspondence to be done.
- Verbal communication – tasks involve constant verbal communication with others face to face and via telephone.
- Driving – tasks involve operating a manual or automatic vehicle or item of plant
- Sitting – tasks involve the prolonged periods in a seated position.
- Standing – tasks involve prolonged periods of standing
- Walking – tasks involve walking on uneven, slippery or sloping surfaces
- Colour Perception – tasks require you to be able to differentiate between colours.

Physical Demands – Manual Handling

- Bending/Twisting – tasks involve forward or backward bending or twisting at the waist.
- Reaching – tasks involve reaching with arms raised above shoulder height or forward reaching with arms extended
- Kneeling/Squatting – tasks involve the need to bend down in order to work at lower levels
- Light lifting/carrying – tasks involve raising, lowering, pushing, pulling, striking or moving objects away from or towards the body or the use of tools, equipment or the moving of materials:
 - Light 0-9kg

Working Environment

- Working indoors – tasks involve exposure to air conditioning and non-air conditioned work spaces.
- Working Outdoors – tasks involve exposure to sunlight, wind, rain, and varying temperatures

Psychological Demands

- Information ordering – tasks involve arranging things in a certain order.
- Language skills – tasks involve the ability to read, analyse & interpret reports, correspondence, forms, technical drawings, legislation and policies.
- Making Decisions – tasks involve making decisions and operating under short time frames and/or deadlines.
- Dealing with the public – tasks involve regular contact with the public using tact and diplomacy.

WORK HEALTH AND SAFETY

Employees – must cooperate with the employer to ensure the provision of a safe and healthy place of work.

Responsibilities

- To comply with all reasonable direction given to them by their immediate Supervisor.
- To follow and comply with the direction contained in documented WHS procedures, Safe Work Method Statements or Risk Assessments.
- To perform their duties in a safe manner, and to take reasonable care for the safety of others at work.
- Ensure that all incidents and near misses are reported to their immediate Supervisor.
- To use and maintain all safety equipment and personnel protective equipment (PPE) where directed by the Supervisor or signage.
- To be proactive in the identification of potential hazards that may be present in the workplace.

WHS PHYSICAL TASK REQUIREMENTS

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Accountability

- Employees will be held accountable for failing to comply with the Work Health and Safety responsibilities listed above.

Authorities

- Employees will have the authority to control any Work Health and Safety issue pertaining to their work activities at their place of work and/or to cease work when there is a genuine concern of risk to their own safety or that of others in the workplace.
- Where the ability to control a Work Health and Safety issue beyond, or progresses beyond an employee's authority, the issue is to be escalated to the next appropriate level of management.

ACCEPTANCE OF WHS REQUIREMENTS

I have read and understand the contents of WHS Physical Tasks and Requirements for my role and agree to work in accordance with the requirements of the position.

Signature:

Date: