

Position Description: **Home Library Services Assistant**

POSITION DETAILS

Position grade	Grade 5		
Position type	Permanent, Part-Time		
Reports to	Team Leader Program and Information Services		
Department	Community and Culture		
Job function group	Operations		
Staff reporting responsibilities	Nil	Budget responsibility	Nil

Our purpose is to provide valuable services that strengthen and support the Cumberland Community. Decisions, actions and behaviours are governed by our Code of Conduct and Values and the delivery of our services is aligned to the commitments outlined in our Community Strategic Plan, Delivery Plan and Operational Plan. All employees have an accountability to ensure work and conduct is aligned to these.

The Libraries team operate eight (8) locations across the Cumberland LGA and assist customers and members of the public with locating materials, answering questions and providing guidance on research strategies.

The Home Library Assistant position requires an enthusiastic, customer oriented person who has good communication skills. The ability to be an effective member of a team is critical to the success of this role as is accuracy and attention to detail and the ability to meet deadlines.

The Home Library Assistant is based at Auburn Library and will be required to deliver resources to customers in their home across Cumberland using Council's Home Library van. The position also works regularly in the Operations Team and may be required to work at other Branch libraries.

QUALIFICATIONS AND EXPERIENCE

Essential

- Year 12 Higher School Certificate (HSC) or equivalent
- Experience in a library or similar customer service environment
- Class C Driver's License
- Working with Children Check
- Good oral and written communication skills

- Demonstrated ability to safely and efficiently perform heavy lifting, loading and unloading activities
- Ability to prioritise tasks and problem solving
- Ability to work independently and as a member of a team
- Understanding of the needs of older people and people with a disability
- Demonstrated computer skills and willingness to assist with information technology and trouble shooting ability

Desirable

- Demonstrated ability to efficiently read road maps, use GPS systems
- Experience with developing and adapting work practices in a changing environment

EMPLOYMENT SCREENING CHECKS

- ☐ Qualification/s verification
- ☐ Working with Children Check
- ☐ Drivers licence check (completed upon commencement and in line with Council's annual drivers licence check)

DUTIES AND RESPONSIBILITIES

General library duties

- Be familiar with, and implement correctly, all Library policies, procedures and guidelines to ensure consistency of service
- Ensure the security and accuracy of customer information, and follow Library guidelines on maintaining customer privacy
- Demonstrate a consistently high level of performance in a busy, customer focussed library environment
- Actively participate in, and contribute to, team meetings, work processes, activities, projects and planning
- Demonstrate competent customer relations' skills to clients of all educational levels, cultural backgrounds and age groups
- Resolve complaints and queries on request and ensure that if passed on, the complaint is resolved
- Be prepared to attend meetings, seminars and training courses as required
- Assist in the promotion of library services and resources to the community to ensure greater awareness and access to the Library
- Maintain an awareness of changing trends and innovations in public library practice
- Provide accurate and appropriate information to customers
- Be aware of and actively work towards the goals set out in the Library's Strategic Plan
- Perform any duties associated with the Library Service, which are within the limits of the employee's skills, competence and training



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- Maintain an awareness of Library emergency and safety procedures, including evacuation procedures for each branch, the locations of first aid kits, emergency exits and fire-fighting equipment
- Participate in customer service duties at service points as rostered, including evening and weekend work, at designated service points

Library operations

- Participate in general maintenance activities such as shelving, shelf tidy, weeding, repair of library stock, restocking supplies and rotating material on display
- Assist customers, both on-site and remotely, to access library resources including online databases, lending platforms and other e-resources
- Assist customers in the use and troubleshooting basic technology problems including photocopiers, self-service equipment, OPACs, printing services, computer equipment and software
- Be familiar with, and implement correctly, all policies, procedures and guidelines related to the Toy Library
- Assist with and actively participate in the running of Library activities including children's story time activities, adult classes and events etc
- Maintain an awareness of current reading trends and readers advisory resources
- Maintain statistical data required for Council's Management Plan and other documentation

Home Library service

- Assist with the efficient and effective operation of the Home Library Service
- Ensure the timely delivery of Library resources to Home Library customers
- Assist with the preparation and the weekly delivery to nursing homes, hospitals and individual Home Library customers.
- Assist with the Home Library delivery in conjunction with the Home Library Services Officer
- Maintain up-to-date records of customers with all relevant details
- Take the Library vehicle for general maintenance and servicing as required
- Develop, adapt and document work processes as required.

Library courier duties

- Assist with the daily delivery of Library and Council materials between all of the branches and other locations (if required). This includes sorting, packing and loading materials into the Library van, returning and placing them on the Library or workroom shelves or handing to the appropriate staff member.
- Sort Library material through the daily delivery. This includes processing items through the Library Management System.
- Refuel the Library vehicle as required
- Report all defects or damage to the library vehicle.



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YOUR CORPORATE ACCOUNTABILITIES

Work Health and Safety (WHS)

- In accordance with Council's Work Health and Safety Statement, all employees have a responsibility to take reasonable care of their own health and safety, and that of others. To meet this commitment, all levels of management shall be held responsible for ensuring all staff are aware of and have sited this statement.
- Implement, monitor and, or comply with Council's WHS Management System, including but not limited to Safe Work Method Statements, Safe Work Procedures, WHS Policies/Statements, Standard Operating Procedures, Risk Assessments/Work Instructions and associated system tools in their relevant work area
- Comply with any reasonable instructions from Council's Managers in compliance with the WHS Roles and Responsibilities Procedure
- Wear all personal protective equipment (PPE) applicable to this position and comply with Council's Personal Protective Equipment Procedure
- Comply with the *Work Health and Safety Regulations 2017* and undergo health monitoring, in accordance with Council's Health Monitoring Procedure
- The Executive Managers, Managers, Coordinators and Team Leaders are responsible, and will be held accountable, for ensuring WHS policies and programs are effectively implemented within their areas of control, to support all under their immediate control and hold them accountable for their specific responsibilities.

Child Safe Organisation

- Council fully supports the aims and objectives of NSW Child Protection Legislation and associated provisions, and will implement all necessary measures to ensure a safe and supportive Council environment, which endeavours to promote child safe, child friendly practices.
- If this position is designated as child-related as defined by the Office of the Children's Guardian, you will be required to hold a valid Working with Children Check (WWCC) if over the age of 18. It is an offence under the NSW legislation for barred workers to apply for or otherwise attempt to obtain, undertake or remain in child-related employment.
- If this position is not currently designated as child related, Council may review this at any time and choose to amend the position to be designated as child related. Employees will be duly notified if this was to occur.

Fraud and Corruption Prevention

- Council constantly strives to improve our practices to ensure we uphold the highest ethical standards. Council has a zero tolerance approach to any fraud and corruption, and all staff are required to participate in and support fraud and corruption control initiatives. All officers must report any potential fraud or corruption misconduct to their Manager, Director, or Council's Internal Ombudsman in the first instance, who is obliged to inform the General



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Manager. Council also has a Public Interest Disclosures Policy which you should review, outlining that Council will consider each report and make every attempt to protect the staff member making the report from any form of reprisal.

Customer Service

- Cumberland City Council are committed to striving for the delivery of excellent customer service. All employees will be held accountable to provide excellent service and the highest level of professionalism whilst performing the duties outlined in their position description.
- To contribute to this customer service oriented culture, it is expected that all employees respond to customer enquiries via all channels of communication relevant to your position, including phone calls, emails and requests/applications tasks via Council's customer request management system. You will also be expected to provide information in a timely, accurate and reliable manner in your position to ensure you deliver a positive customer experience.

SIGNATURE AND ACCEPTANCE OF POSITION

Employee name

Employee signature

Date of acceptance



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