POSITION DESCRIPTION
Library Courier (POS 1412)

Directorate:	Community and Culture	**Department:**	Library and Museum Services		
Position Grade:	5	**Reports to:**	Coordinator Library Customer Service		
Last review:	September 2026	**Next review:**	September 2028	**Version No.:**	2.0

Position purpose:

To support the effective delivery of library services by ensuring the safe and timely transport of library materials and resources, and providing quality customer service, assisting with operational, maintenance, and safety activities across library locations

Key accountabilities/responsibilities:

Responsible for:

1) Responsible for the daily delivery of library materials and other items between library locations in accordance with established service standards, including transportation of boxes, program resources, furniture and other items required for library operations.

2) Operate Council vehicles safely and comply with all NSW road rules, traffic regulations, and safe driving practices.

3) Support customer service operations, including circulation activities, program delivery, equipment & program setup and storage, Home Library services, and building maintenance and safety duties as required.

4) Communicate effectively with co-workers, customers, and the wider community, providing high quality customer service to both internal and external stakeholders.

5) Support the implementation of the Library's vision, mission and strategic plans, contributing to the delivery of high quality library services.

6) Providing operational support to the Coordinator Library Customer Service and undertake other duties as required.

7) Comply with and promote Work Health and Safety (WHS) requirements, including participation in risk assessments and risk management activities.

8) Applying the principles of equity, EEO, cultural diversity and ethical practices so that clients are treated fairly and have equal access to information and services.

9) Follow Council policies, procedures and risk management practices and promptly report incidents, hazards, risks and other workplace issues to management.

Decisions made in the position:

1) General customer services work

Decisions referred:

1) Decisions referred to Coordinator Library Customer Service, Team Leader Library Customer Service, Team Leader Branch Support, Branch Library Officer and Shift Supervisors.

Key issues/challenges:

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1) Ensuring the accurate, safe, and timely transport of library materials and operational resources to support service delivery across library locations

2) Maintaining a thorough understanding of and compliance with Library and Council policies, procedures, and operational standards

3) Providing consistently high quality customer service that meets the needs of a diverse community and customer base

4) Work effectively both independently and as part of a team, demonstrating initiative, accountability, and the ability to perform with minimal supervision

5) Supporting organisational change and continuous improvement initiatives by demonstrating flexibility, adaptability, and a commitment to evolving library services to meet changing community needs.

Key working relationships:

- Coordinator Library Customer Services
- Team Leader Library Customer Services
- Team Leader Branch Support
- Manager Library and Museum Services
- Library Staff
- Community

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POSITION SPECIFICATION

Whilst the criteria described below is indicative of the nature of this role, for the purpose of this hiring process please only address the selection criteria listed in the job application.

ESSENTIAL CRITERIA

Qualifications/Licences

- NSW Driver Licence Class C

Experience

- Demonstrated ability to complete assigned tasks in a timely manner
- Demonstrated ability and commitment to delivering high quality customer service
- Demonstrated ability to interact confidently and communicate clearly with people
- Demonstrated ability to work within a team

Knowledge and Skills

- Knowledge of Work Health and Safety practices, the principles of Equal Employment Opportunity, ethical practice and multi-cultural diversity
- Demonstrated knowledge of safe driving principals and manual handling
- Enthusiasm and awareness of the role of public libraries in the community
- Strong communication and literacy skills, both verbal and written

DESIRABLE CRITERIA

Qualifications/Licences/Experience/Knowledge and Skills

- Be prepared, undertaking or have completed study towards a Library & Information qualification or equivalent
- Previous courier or experience working in a public library
- Experience dealing with seniors and the elderly

LIVERPOOL CITY COUNCIL

LIVERPOOL THE GREAT SOUTH WEST

Our vision:

Aspiring to do great things – for ourselves, our community and our growing city.

Our values:

Ambitious

Authentic

Collaborative

Courageous

Decisive

Generous