

Position Description – Library Assistant – Systems Innovation

Position Number:	5272
Directorate:	Services
Business Unit:	Library Services
Hours Per Week:	22.5
Award:	Local Government (State) Award
Grade (SAS):	5
Location:	Lane Cove Library
Position Reports to:	Coordinator Systems Innovation
Positions Reporting Direct to this One	Nil

Our Values



Customer focus

We listen to the needs and wants of our customers and provide exceptional customer service



Integrity

We are fair and consistent in our actions, and we act ethically, honestly, responsibly and respectfully



Consultation

We seek to understand before acting and are sensitive to residents' needs and situations



Leadership

We focus attention on what is really important, lead by setting a good example and seek to improve outcomes, processes and relationships



Equity

We deal equally and honestly with customers and each other

Position Overview

This Position Description is not a complete statement of all the Accountabilities, Responsibilities, Tasks and Outcomes etc. associated with the role. It is intended only to be indicative and descriptive of the role with the incumbent required to undertake any and all tasks requested that are within their skills, competence and training.

To contribute to the provision of quality customer service in the Lane Cove Libraries and to assist with the processing and maintenance of resources for Library collections.

This is a child related employment position in accordance with the Child Protection (Working with Children) Regulation 2013. It is an offence for a prohibited person to apply for or occupy this position.

Principal Accountabilities

- Provide circulation services, by issuing, returning and renewing items, assisting clients with use of the self-check machines and processing financial transactions.
- Assist to maintain the service area environment, resources, and equipment to ensure a safe and friendly library environment.
- Shelf Library items and shelf-check collections to facilitate borrower access to resources.
- Contribute to library user's access to information by determining their requirements, providing information about services and facilities, and referring appropriately.
- Assist in the provision of a safe library environment by recognising and reporting unsafe/unsatisfactory work conditions and incidents concerning staff and clients (incidents could include heart attack, fire alarm, rowdy or unruly behaviour).
- Work as part of the Library team to ensure that the overall objectives and aims of the Council's Library Service are achieved;
- Assist with the processing and maintenance of resources for Library collections.
- Any other accountabilities or duties as directed by the supervisor which are within the employee's skills, competence and training, to assist to deliver a high-quality library service across Council.

Key Organisational Accountabilities

- Abide by the principles of Council's Code of Conduct – and other Council policies and procedures – in the carrying out of all Council duties: integrity, leadership, selflessness, objectivity, accountability, openness, honesty and respect.
- Contribute to improved customer service and organisational effectiveness, by acting ethically, with honesty and fairness.
- Provide exceptional customer service by listening to the needs of each customer and action in a prompt, professional and courteous manner at all times.
- Foster innovation through seeking to improve outcomes, processes and relationships.
- A commitment to ensuring the organisation is child safe.
- Identify, assess and manage all risks associated with the function.
- A commitment to Council's Fraud and Corruption prevention strategy.
- Report injuries, accidents, incidents and near misses in the work area and on the corrective actions taken to prevent reoccurrence.
- Always ensure your actions contribute to a safe and healthy workplace.
- Use and properly maintain appropriate safety clothing and personal protective equipment.
- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times.

Selection Criteria

Essential

Qualifications

- Higher School Certificate or equivalent qualifications and experience.

Skills/Experience

- Demonstrated commitment to the provision of high-quality customer service.
- Demonstrated ability to work in a team environment.
- Demonstrated ability to work under pressure and prioritise tasks.
- Demonstrated strong and effective verbal communication and interpersonal skills.
- Demonstrated ability to refer matters to senior staff on duty as appropriate.
- Ability to work evening and weekend shifts as required.
- A current 'Paid Worker – Working with Children Check' Clearance (NSW).

Desirable

- Previous public library experience.
- Demonstrated book and audiovisual processing skills.
- Class C Drivers Licence.
- Demonstrated knowledge of the Shorelink Library Network.
- Demonstrated experience using library management systems e.g. Polaris.

Other

- Position Holder in this position will be subject to relevant and ongoing probity checks as determined by Council.

Signature

Position Holder: _____ Date: _____

Reviewed and Finalised

Date: July 2026