

# Role Description



**Position Title** Senior Library Assistant

**Position Number** LIB070

## Purpose of Role

To provide library customers with positive service experiences, deliver library activities and programs and undertake a range of library tasks.

## Specific Responsibilities

- Provide customers with positive service experiences through knowledge of library collections, resources and procedures, professional conduct and presentation.
- Provide customers with reference, reader advisory assistance and general information using library information systems and resources.
- Support the digital and information literacy skills of customers by assisting customers in their use of public computer usage, internet and library catalogue navigation and the use of electronic devices and social media.
- Promote, deliver and prepare library activities, programs and displays to meet customers' recreational and information needs, ensuring the library, its resources and collections, are well presented.
- Process customer loans, returns, reservation requests and payments, join new members and update membership records and support customers in their use of self-service options for loans, returns, printing and copying.
- Provide assistance and guidance to library assistants and volunteers, participate in staff training and development and encourage a positive working environment.
- Assist in the review of branch practices, processes and programming with an emphasis on service enhancement and efficiency and ensure compliance with library service policies, procedures and processes.

## Work Experiences and Skills - essential

- Demonstrated relevant experience in a similar role or a role requiring a similar skill set.
- Demonstrated time management skills to achieve proficiency and effectiveness in managing conflicting priorities and meeting deadlines.
- Demonstrated ability to navigate and use databases, internet and online resources, social media and digital technologies such as tablets and eReader devices.
- Well developed people and relationship skills with demonstrated ability to work in a team environment communicating and motivating effectively at all levels of the organisation, contributing to a positive work environment with a strong focus on provision of quality customer service.

## Academic, Trade Qualifications and other Licences - essential

- Current C class driver's licence.
- Current Confirmed Suitability for Child Related Employment from the Blue Card Services, Public Safety Business Agency (Working with Children Check) or ability to confirm suitability within two months of engagement.
- Certificate III in Library and Information Services or other relevant field.

## Recordkeeping

In accordance with Council's recordkeeping guideline, ensure that full and accurate records are made of all business transactions conducted on behalf of Council and that these records are appropriately kept and stored in the appropriate corporate information management systems.

## Health, Safety and Environment

Ensure your safety and that of your work colleagues at work whilst complying with Council's workplace health and safety policies, procedures and practices. At no time are you to perform work duties in an unsafe manner. You must always ensure all risks associated with your work tasks are identified and control actions are implemented before work commences.

## Work Location

You may be required to perform your role from any work location within the region.

## Diversity Undertaking

You may be required to perform duties outside the specific responsibilities within the limits of your skill, competence and training.

## Organisational Expectations

