

Role Description



Position Title Trainee Library Assistant

Position Number LIB351

Purpose of Role

Engage in a work-based training program whilst providing library customers with positive service experiences and general assistance in their use of library resources and services and undertake routine library tasks.

Specific Responsibilities

Provide customers with positive service experiences and general assistance through established policies, practices and procedures; seeking instruction and assistance as required.

Provide customers with general assistance in relation to public computer usage, internet and library catalogue navigation and self-service options for loans, returns, printing and copying.

Assist with routine customer loans, returns, reservation requests and payments using library information systems and resources.

Shelve library materials, ensuring materials are well presented and identify any that require repair, and tag, cover and label materials.

Assist in the promotion, preparation and delivery of library activities and programs.

Assist with updating library membership records and joining new members.

Participate in staff training and development and contribute to a positive working environment

Work Experiences and Skills – essential

Aptitude and ability to enrol in and complete a Certificate III in Library and Information Services

Demonstrated numeracy, keyboard and verbal and written communication skills appropriate to the role.

Demonstrated experience within a customer focused environment.

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.

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

Our mission

We will serve the community to create a region of opportunity and a vibrant lifestyle, while focussing on excellence and sustainability.

Our values

Council proudly upholds the following values in its daily operations with customers, external partners and staff:

- Respect
- Service
- Integrity
- Teamwork
- Sustainability

Respect	Service	Integrity	Teamwork	Sustainability
<i>starting point</i>	<i>this is what we do</i>	<i>how we do it</i>	<i>working together</i>	<i>outcome</i>
<ul style="list-style-type: none">▪ We listen to people▪ We treat people fairly and consistently▪ We embrace diversity and opinions▪ We treat others as we wish to be treated	<ul style="list-style-type: none">▪ We seek to understand the needs of those we serve▪ We strive to exceed expectations▪ We communicate clearly▪ We take a positive approach▪ We are proud to serve our community	<ul style="list-style-type: none">▪ We are ethical and honest▪ We take responsibility for our actions▪ We act within statute and law▪ We take pride in the manner in which we perform our duties	<ul style="list-style-type: none">▪ We promote a friendly, supportive work environment▪ We inspire and encourage innovation▪ We develop and maintain relationships▪ We work collectively to achieve common goals▪ We work collaboratively with our community and external partners	<ul style="list-style-type: none">▪ We focus on the future▪ We respect the environment▪ We demonstrate leadership by example