

Role Description



Position Title **Library Assistant**

Position Number **LIB309**

Purpose of Role

To provide 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.
- Process 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.
- Update library membership records and assist with joining new members.
- Participate in staff training and development and contribute to a positive working environment

Work Experiences and Skills – essential

- Demonstrated relevant experience in a similar role or a role requiring a similar skill set.
- 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

