



PAROO SHIRE COUNCIL

Position Description

Library Assistant

Position Objectives

- Provide a friendly and efficient library service to the community
- Support the delivery of Library events and programs to the community

Performance Indicators

#	Performance Indicator	How it's measured	Timeframe
1	Work Health and Safety	Works in a safe and Healthy manner and creates a safe environment for library visitors and program participants	6 Months
2	Library Services	Performs all library duties, in compliance with established policies and procedures and in designated timeframes	6 Months
3	Program and Event Delivery	Assists in the delivery of programs and events to ensure they meet their objectives. Leads delivery of programs to children and young people as required	6 months
4	Communication and Customer Service	Provides a high level of communication and customer service to the community and all workers at Council.	6 months

Key Responsibilities and Duties

Work Health and Safety

- This role involves working with children and requires a current, valid Queensland Working with Children Blue Card to be maintained at all times. **No Card, No Start.**
- Ensure library services, programs and events comply with WHS obligations
- Model safe and healthy behaviour in the workplace and be willing to call out inappropriate behaviour of customers and colleagues
- Facilitates a safe place for participants to be able to engage freely
- Committed to undertaking their work in an ethical manner, following all policies and procedures, including the Paroo Shire Council Code of Conduct for employees

Library Service

- Be the first point of contact at the front desk, providing outstanding customer service and communication skills, engaging with school students, council staff, visitors and the Cunnamulla community in a friendly manner with confidence and patience
- Work independently and as part of a team, prioritising daily and weekly tasks as scheduled, taking direction and feedback positively from the Library Manager
- Be proficient in circulation tasks such as returns and loans, library overdue reports, tracking library items including print, digital and devices and shelving library items daily
- Complete library administration tasks within agreed deadlines with accuracy and attention to detail. Examples of these may include displays, document and spreadsheet creation, filing, uploading and tagging photos, invoice checking, book covering and repair, labelling, laminating and photocopier toner/paper requirements
- Maintain an efficient circulation system and records of library activities for reporting to Council and Public Libraries Division
- Maintain the library collection and catalogues including selection and organisation of exchanges
- Undertake other tasks as required by your Supervisor
- Duties will include housekeeping and clean upkeep of all areas in the library areas to ensure the library is kept to a standard of cleanliness expected of the public

Program and Event Delivery

- Deliver library services to a range of visitors, including programs targeted at Children and Young People.
- Innovative program development and delivery and promotion of library service throughout the community
- Assessing present and future needs of the community and plan the development of the library services to meet these needs, including the identification of those requiring assistance e.g. disability
- Provide support to external providers running programs in partnership with the library, including visiting performers

Communication and Customer Service

- Provide friendly and efficient service to all visitors to the Library
- Handle customer complaints in a respectful manner, following established Council procedures
- Actively participate in the continual improvement process

Reporting Arrangements and Delegations

- This role reports directly to the Library Manager and has no direct reports

General Conditions of Employment

- This role is covered by:
 - Queensland Local Government Industry (Stream A) Award – State 2017
 - Paroo Shire Council – Non-operational Staff Certified Agreement 2021-2024 or it's successor agreement
- This position is Stream A, Level 1-2 depending on skills and experience.

- This position requires that the incumbent have all relevant vaccinations, inline with creating a safe environment with our community programs
- This position will be required to work from their assigned library location. This may be the main library in Cunnamulla or an outreach library in on of the other communities in the Paroo Shire. You may be required to work outside of standard business hours.
- In compliance with legislation and Paroo Shire Council Policy you will be required to provide a current National Police Check Certificate and have a Pre-Employment Health Assessment if you are successful in your application.
- You may be required to perform any other duties as directed up to and including the level of your skills and experience

Skills and Experience

Work Health and Safety

- Demonstrated experience in working in a safe and healthy manner
- Commitment to the duty of care expected under Workplace Health and Safety legislation
- Commitment to Paroo Shire Council Code of Conduct and demonstrate appropriate behaviour

Library Services

- High level of computer literacy with demonstrated experience in use of Microsoft Office and operating standard office equipment, basic troubleshooting and maintenance of computers, printers and internet
- Be physically capable to sort and shelve returned items
- Have a general knowledge of current trends in children’s and youth literature and enthusiasm for literacy
- Ability to organise and catalogue items as per Council’s process
- Commitment to undertake further personal development for your position if required. This may include Certificate II in Library and Information Services

Program and Event Delivery

- Enjoy working with children from Prep - Year 12 and supporting their learning journey, by regularly engaging with students to support reading and research interests
- Able to build working relationships with people from a diverse range of backgrounds to assist them in participating and delivering events

Communication and Customer Service

- A strong work ethic with a positive, friendly attitude
- Demonstrated interpersonal and communication skills
- Demonstrated customer service skills
- Ability to work autonomously or as part of a team

Training and Education

Essential

- There are no formal qualifications required to commence this position. The incumbent will be required to undertake library services training upon commencement
- Current Working With Children Check/Blue Card required for this position. **No Card, No Start.**

Desirable

- Any of the following qualifications or their successors:
- Certificate 3 in Library and Information Services or higher

Approval of Position Description

Sign

Date

Cassandra White, CEO, Paroo Shire Council