

POSITION DESCRIPTION

Section 1 – POSITION DESCRIPTION

Position Title	Junior Library Assistant
Department	Library
Grade	Dependant on Age T1-T3 (Under 18)
Status f/t, p/t, casual	Casual
Hours of Duty/days worked	Predominantly Weekend work
UV Rating	Medium
Directorate	Corporate and Community
Supervisor	Library Officer
Date Compiled/Modified	8 February 2021

Vision

ACHIEVING TOGETHER

Corporate Values
“ECLAIRS”

- Ethical
- Caring
- Loyalty
- Accountability
- Integrity
- Respect
- Safety

Purpose of Position

This section should contain an encompassing statement of the major focus of the position. It should not define/list tasks, or responsibilities.

To assist in providing an efficient and effective Library service to the community.

Key Result Area's for Library Assistants

The key result areas (KRA's) are the major outputs for which the position is responsible and are not a comprehensive statement of the position activities. Ideally, each KRA should cover a separate area of the work function. Most positions should be adequately covered by 5-8 KRAs. No position should require more than 8 – maximum. The KRA's are each broadly defined explaining the essential functions of the position. In addition each KRA may also be accompanied by detailed lists of tasks of how work is to be carried out.

Key Result Areas		
	<i>What</i>	<i>How</i>
1	Library Information Services	By providing lending services and assistance to the public in accordance with Council procedures and requirements.
2	Customer Service	By providing customer service in a prompt, friendly, helpful and courteous manner and in accordance with Council procedures and requirements.
3	Library Maintenance	By assisting in the shelving, maintenance, processing and repair of library collections.
4	Administration	By assisting with general office duties in a timely manner and in accordance with Council procedures and requirements.
5	Teamwork	By productively contributing to the outcomes of the Library team.
6	Programs & Activities	By assisting with the promotion and delivery of programs and activities as required.
7	Training	By completing required learning and development programs.

Position Attributes

Experience / Knowledge / Attributes: List the required experience and clearly indicate whether it is mandatory or desired by highlighting (underlining) the word 'Essential' or 'Preferable'.

Qualifications: Include all educational and training qualifications, licences, and professional registration or accreditation, criminal record checks etc. required for the position.		Essential/ Preferable
1	Provide 3 current school reports with excellent results in English and Mathematics	Essential

Experience / Knowledge / Attributes: Required by the incumbent to successfully perform the positions key responsibilities.

1	Willingness to provide quality customer service to a broad customer base
2	Ability to learn to carry out library duties including shelving, searching, collection maintenance, end processing and repairs of library resources.
3	Ability to effectively use software and devices, (including Word, Excel and Outlook)
4	Good time management and attention to detail
5	Good communication skills.
6	Ability to gain knowledge and skills in line with
7	Ability to work independently or in a team environment.
8	Good Literacy and numeracy skills
9	Physically capable of attending to customer needs in a Library environment

Required Vaccinations:		Essential/ Preferable/Not required
1	COVID-19 Vaccination (or medical Exemption)	Essential
2	Influenza Vaccination	Preferable

Supervision Reporting Relationships:

This position' reports to supervisor/manager: A brief description of the breadth of supervision should be provided

1	Library Officer
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Positions reporting to this position: A brief description of the roles of the staff supervised (and titles if relevant) should also be stated.

1	N/A
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Location of Work:

Provide a description of the places that this position will be working at.	
1	Narrandera Shire Library

Extent of Authority

To what extent does this position have authority? For example, specific delegations, budget, expenditure authorisation, special decision-making authority.

Specific Authority/ delegations	
1	Nil

Liaise With:**Internal:**

The <u>internal</u> positions that this position comes in contact with regularly.	
1	Community Development Manager
2	Library Officer / Staff
3	Corporate and Community staff
4	IT Support Personnel

External:

The <u>external</u> people or organisations that this position comes in contact with regularly	
1	General public
2	Western Riverina Libraries

Section 2 - POSITION REQUIREMENTS FOR ALL EMPLOYEES

Key Result Area Compulsory for all employees		
Task – Describe the Task	Standard – To what qualitative or behavioural standard should the task be performed at.	
1	Customer Service	Achieve customer service standards in accordance with Council's customer service charter
2	Electronic Documents Records Management System (EDRMS) / Record Keeping	All Staff are responsible for ensuring all records and documents in their use are accurate and recorded according to Council procedures. All EDRMS operators are to undertake an annual competency assessment to ensure EDRMS record keeping skills are to required standards
3	Equal Employment Opportunity (EEO)	As per Council's EEO Management Plan in accordance with the EEO and the Anti-discrimination Act 1977
4	Policies, Procedures & Code of Conduct	Adhere to ALL Council Policies, Procedures and Code of Conduct
5	Enterprise Risk and Work Health & Safety (WHS)	In accordance with Enterprise Risk requirements and the WH&S Act 2011. Refer to Section 4 of this Position Description for a list of the responsibilities
6	Training and Development	All training provided by Council Training both internal and external undertaken as required. All training exercises, activities and competencies to be completed to the standard required. Provide evidence of all licence and certificates to Human Resources.

Section 3 – ESSENTIAL SCHEDULE OF TASKS

Position Tasks

Key Result Area - Library Information Services	
Task – Describe the Task	Standard – To what qualitative or behavioural standard should the task be performed at.
1	Issues and Returns Ensure all library materials are issued and returned accurately using the Library Management System
2	Effectively utilise the Library Management System Assist in circulation related procedures eg. Customer enquiries, reservations, inter-library loans etc.
3	Assist Clients Assist clients to access Library services, materials and facilities in a polite and helpful manner.

Key Result Area - Customer Service	
Task – Describe the Task	Standard – To what qualitative or behavioural standard should the task be performed at.
1	Maintain a high standard of customer service when interacting with both internal and external clients. Ensure that all contact with clients both external and internal is undertaken in a polite and friendly manner and in accordance with Council procedures and requirements. If a query is not able to be answered by Narrandera library, clients are referred to the appropriate area / service.
2	Greet / acknowledge visitors / clients to the Library Clients always treated as first priority Clients acknowledged and spoken to in a positive & friendly manner No complaints received from clients re behaviour or civility
3	Assess any special needs of the visitors Customer needs met ie seating an elderly person /disabled access All issues in meeting client special needs reported
4	Answer phone & respond to emails Phone answered in a polite and friendly manner Emails responded to on the same day as receipt Accurate information provided to customers
5	Assist clients by provision of relevant information Information provided is helpful and up-to-date Information requests responded to in a timely and professional manner Information provided is relevant to the clients needs
6	Mail / send information /notices to customers Check for correctness and currency in all information / notices sent to clients.
7	Assist clients with use of Library technology Facilitate research by providing clients with assistance

	and general instruction when using items of Library technology
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Key Result Area - Library Maintenance	
Task – Describe the Task	Standard – To what qualitative or behavioural standard should the task be performed at.
1 Accurately shelve all Library materials	All Library materials shelved / displayed in correct alpha / numeric order and in accordance with the principals of the Dewey Decimal System.
2 Ensure Library presentation is of a high standard	Library kept neat and tidy at all times Work areas kept neat and as clear as is reasonably practicable
3 Library Materials maintained and repaired	Books / magazines covered to agreed standard AV Materials processed to agreed standard Repairs to damaged Library materials undertaken where practicable Damaged / missing items identified and reported Damage or loss by clients reported and actioned appropriately
4 Ensure a safe environment is maintained	WHS requirements met Hazards identified and reported Hazards removed or rectified where practicable

Key Result Area - Administration	
Task – Describe the Task	Standard – To what qualitative or behavioural standard should the task be performed at.
1 Provide Administrative / Operational Support	Follow reasonable instructions given by Library Officer Perform other duties as requested by the Library Officer to ensure the efficiency & effectiveness of the service
2 Participate & actively contribute to continuous improvement & Service Excellence	Regular feedback provided to Library Officer Suggestions made towards improving Library operations Objectives & goals at Library achieved Problems and concerns reported to Library Officer regarding operations, maintenance and/or clients in a timely manner

3	Type and file documents	<p>Minimal typing errors</p> <p>Information filed in correct location and easily accessible</p> <p>Well constructed basic letters</p>
4	Ensure currency of displayed information	<p>Council Information current and displayed in accordance with Council instructions</p> <p>All brochures and fliers available for clients are current and accurate</p> <p>Information displayed on Community Notice Board current and accurate and displayed in accordance with Council's Policies and procedures</p>

Key Result Area - Teamwork		
Task – Describe the Task		Standard – To what qualitative or behavioural standard should the task be performed at.
1	Contribute to Library Programs and Activities	<p>Actively participates in and contributes to Library programs and activities.</p> <p>Work co-operatively with team members to achieve library goals.</p> <p>Work in a manner that promotes team harmony.</p> <p>Use good judgement and problem solving skills.</p>
2	Carry out allocated tasks to the standards required	Required tasks are performed in a competent, timely and pleasant manner and in accordance with Council procedures and requirements.
3	Participate in Annual Performance Review	In conjunctions with Library Officer complete annual performance review.

Key Result Area - Programs & Activities		
Task – Describe the Task		Standard – To what qualitative or behavioural standard should the task be performed at.
1	Assist with Library displays/promotions	Undertake or assist with such Library displays and or promotions as may be required
2	Assist with Library activities	Effective assistance with the organisation or running of Library activities such as Story Times, Craft, Children's Book Week etc. provided

Section 4 – ENTERPRISE RISK AND WORK HEALTH AND SAFETY RESPONSIBILITIES – WORKERS/STAFF

Position Tasks

Key Result Area Enterprise Risk and WHS Responsibilities	
Task – Describe the Task	Standard – To what qualitative or behavioural standard should the task be performed at.
1 Comply with safe working procedures	Comply with the WH&S Act section 28, Duty of workers; <ul style="list-style-type: none"> (a) Take reasonable care for his or her own health and safety; and (b) Take reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons; and (c) Comply, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking to allow the person to comply with this act; and (d) Co-operate with any reasonable policy or procedure of the person conducting the business or undertaking relating to health or safety at the workplace that has been notified to workers. Follow safe work procedures established by Council
2 Use of appropriate personal protective equipment and safety systems	<ul style="list-style-type: none"> • Where PPE is required to control exposure to hazards in the workplace, wear and maintain the PPE as directed, as indicated in a risk assessment, or as required in WH&S procedures, or as in the safe work method statements.
3 Assist with the preparation of risk assessments and safe work method statements	<ul style="list-style-type: none"> • Under supervision before commencing work or job where there is an identified risk, conduct a risk assessment to identify, assess and control the hazards associated with the work or job. This must be conducted in conjunction with other relevant staff, and the supervisor; • Assist in the annual review of safe work method statements.
4 Report WH&S	<ul style="list-style-type: none"> • Report workplace hazards to the supervisor or manager and WHSO as soon as possible after they occur or are identified; and • Report injury or illness arising from workplace activities using the Incident /Injury/ Near miss report form as soon as possible after incident.
5 Enterprise Risk and WHS Training	<ul style="list-style-type: none"> • Attend all required Enterprise Risk and WHS training.

Section 5 – PERFORMANCE AGREEMENT – POSITION OF JUNIOR LIBRARY ASSISTANT

I _____ have discussed this performance plan with my immediate supervisor and agree to the tasks, goals and standards that have been set.

I will raise with my immediate supervisor any difficulties arising with the delivery of this performance plan.

I undertake to review my performance plan with my immediate supervisor annually or more frequently if necessary.

I understand that the standards set in this performance plan will form the basis of my annual performance review.

Signed
Employee:

Date: ____/____/____

Signed
Immediate Supervisor

Date: ____/____/____

SALARY PROGRESSION IS AGE BASED

POSITION: Junior Library Assistant

GRADE: T1-T3

LEVEL	COMPETENCIES	Yes	No
Entry			
<i>The employee has the basic skills to meet the requirements of this type of work Entry will display the selection criteria of the position</i>	Basic Keyboard skills	<input type="checkbox"/>	<input type="checkbox"/>
	Basic understanding of Windows, Microsoft suite etc.	<input type="checkbox"/>	<input type="checkbox"/>
	Basic understanding of office procedures eg. photocopying, filing, telephone operations	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to alphabetise correctly	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to sort items into numerical order	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to undertake general duties including clerical and front desk duties.	<input type="checkbox"/>	<input type="checkbox"/>
	Basic cash handling ability	<input type="checkbox"/>	<input type="checkbox"/>
	Good oral & written communication skills appropriate to the position	<input type="checkbox"/>	<input type="checkbox"/>
	Basic ability to provide quality customer service	<input type="checkbox"/>	<input type="checkbox"/>
	Basic understanding of WH&S guidelines	<input type="checkbox"/>	<input type="checkbox"/>
	Ability to effectively respond to specific directions from Council through supervisor	<input type="checkbox"/>	<input type="checkbox"/>
Step 1			
<i>The employee has all the skills to do this job at NSC (using Council's systems, equipment, policies, standards)</i>	Have proven competencies for Entry Level	<input type="checkbox"/>	<input type="checkbox"/>
	Basic ability to use the Internet and online sources for research	<input type="checkbox"/>	<input type="checkbox"/>
	Displays good understanding of Dewey Decimal System	<input type="checkbox"/>	<input type="checkbox"/>
	Working ability to use Library Management System including production of overdue notices	<input type="checkbox"/>	<input type="checkbox"/>
	Working ability to use the RFID system including tagging and tag encoding	<input type="checkbox"/>	<input type="checkbox"/>
	Displays effective task organisation and planning of tasks	<input type="checkbox"/>	<input type="checkbox"/>
	Basic ability to prepare material, (brochures etc.) for public distribution	<input type="checkbox"/>	<input type="checkbox"/>
	Working ability to maintain accurate Library records	<input type="checkbox"/>	<input type="checkbox"/>
	Demonstrated ability to provide quality customer service	<input type="checkbox"/>	<input type="checkbox"/>
	Basic ability to work through / appropriately refer customer complaints	<input type="checkbox"/>	<input type="checkbox"/>
	Demonstrated implementation of Council's policies and procedures relevant to the department	<input type="checkbox"/>	<input type="checkbox"/>
Demonstrated basic understanding of inter-library loans	<input type="checkbox"/>	<input type="checkbox"/>	
Step 2			
<i>The employee has the skills that foster multiskilling in a team/section/department</i>	Have proven competencies for Step 1	<input type="checkbox"/>	<input type="checkbox"/>
	Working ability to undertake stocktaking procedures	<input type="checkbox"/>	<input type="checkbox"/>
	Basic ability to design promotional materials	<input type="checkbox"/>	<input type="checkbox"/>
	Working ability to produce reports and obtain data using Library Management System	<input type="checkbox"/>	<input type="checkbox"/>
	Working understanding of Local Studies resources	<input type="checkbox"/>	<input type="checkbox"/>
	Basic ability to promote the library & its functions throughout the community	<input type="checkbox"/>	<input type="checkbox"/>
	Working ability to identify client special needs	<input type="checkbox"/>	<input type="checkbox"/>

Step 3			
<i>The employee has skills to confidently undertake higher duties</i>	Have proven competencies for Step 2	<input type="checkbox"/>	<input type="checkbox"/>
	Working understanding of collection development	<input type="checkbox"/>	<input type="checkbox"/>
	Demonstrated ability to assist with the preparation of reports	<input type="checkbox"/>	<input type="checkbox"/>
	Demonstrated ability to assist in training other staff	<input type="checkbox"/>	<input type="checkbox"/>
	Demonstrated ability to assist in the promotion & marketing of the library service	<input type="checkbox"/>	<input type="checkbox"/>
	Successful completion of additional training or qualifications when required that lead to mutually beneficial outcomes in relation to the position as agreed upon by the job holder and Council.	<input type="checkbox"/>	<input type="checkbox"/>

Completed Competencies

I have reviewed the competencies for this employee and indicated the step that their skill set currently meets.

Signed:..... Date:.....

Employee:..... Date:.....