



MOUNT ISA CITY COUNCIL POSITION DESCRIPTION

POSITION TITLE:	Library Assistant
EMPLOYMENT STATUS:	Casual
AWARD CLASSIFICATION:	Level 1 <i>Queensland Local Government Industry (Stream A) Award - State 2017</i> in conjunction with Mount Isa City Councils Certified Agreement 2018
DEPARTMENT:	Corporate and Community Services
SECTION:	Library

POSITION OBJECTIVE

To assist the City Library in the provision of an efficient and high standard of service to the Library's clientele to ensure an effective flow of information is provided to the community.

ORGANISATIONAL RELATIONSHIPS

Reports to: Coordinator Library Services

Supervises: Nil

REQUIREMENTS OF THE POSITION

Skills, Knowledge and Experience

- Required to maintain privacy and confidentiality at all times and the ability to exercise discretion in a professional manner essential;
- Well-developed interpersonal communication skills with a high level of customer service;
- Basic numeracy skills;
- Possess computing skills and understanding in the Microsoft Suite of programs is essential;
- A team approach and the ability to effectively operate in a multi-faceted unit where multi-tasking is often required to achieve outcomes;
- Self-motivated with time management, problem solving, ability to meet deadlines and decision-making abilities;
- Ability to perform processing tasks;
- Previous experience working in libraries and/or familiarity with automated library systems will be highly regarded;
- An understanding of Council policies, procedures and information systems;
- Experience in Libero Management system and Netloan preferable;
- Knowledge of workplace health and safety issues, duties and responsibilities applicable to this position.

Qualifications

- Industry Blue Card (working with children) is essential;
- Certificate II / III in Library Services is desirable;
- Current QLD "C" class Driver's Licence or ability to acquire a licence prior to commencing in the role. (desirable)

Training

- Must be willing to undertake and successfully complete training deemed essential for the position in accordance with Councils Training Matrix.

KEY RESPONSIBILITIES

This position is responsible for the following areas and includes but is not limited to:

- Provide a service to the Library's clientele by;
 - Assisting borrowers to locate information and library materials; and
 - Explaining rules and operation of the library to new borrowers;
- Cataloguing both copy and original, processing new items, displays, reservations and new book lists;
- Undertake library duties such as shelving, circulation desk duty, book maintenance;
- Undertake general reception, telephone answering duties, data input and basic word processing;
- Ensuring accurate and up to date information is provided to the public at all times;
- Collect and collate front counter statistics;
- Apply established practices and procedures;
- Provide and maintain high level confidentiality;
- Actively contribute to the team and promote best practice;
- Assist the Coordinator of Library Services and undertake other duties as directed;
- Assist with the promotions and activities to enhance library image and increase collection usage;
- Actively participate in programmed story telling sessions on a rostered basis, others as required;
- Handling of monies on a daily basis as required;
- Assist with reference queries as required;
- Notify IT of any IT issues that have been identified through helpdesk.
- Have a sound understanding and knowledge of work practices and procedures with a library environment and be able to apply these to the work area;
- Provide customer service in both face-to-face situations and on the telephone;
- Apply Council work practices, policies, procedures and guidelines in meeting the expectations and requirements of Council's customers;
- Ensure that work is carried out in a safe manner in accordance with the WH&S Act, Regulations and Standards and Council's work procedures;
- Maintain and showcase creative and emerging technologies and assist the community and staff in their use e.g. Coding and Robotics (STEM);
- Support customers in the use of self-serve technologies, computers, tablets and mobile devices, including eBooks;
- Assist in planning, preparing and conducting library activities and programs for adults, children and youth;
- Assist in the implementation of marketing and promotional programs;
- Out of ordinary hours work may be required including rostered Saturdays;
- Council reserves the right to change these duties at any time.

Physical Requirements

- It is an inherent requirement of the position to be able to frequently lift weights;
- Stand/sit continuously for extended periods of time;
- Walk on uneven terrain.

This position requires the incumbent to maintain a level of fitness to be capable of carrying out the physical requirements of the position.

KEY PERFORMANCE INDICATORS

- All assigned tasks completed professionally and on time;
- Consistently meets corporate obligations;
- Promotes and complies with council policies and procedures.
- Effectively process customer complaints ensuring compliance with Councils Policy and Procedure.

DELEGATION AUTHORITY AND ACCOUNTABILITY

- As per Council's Delegations of Authority;
- Authorise expenditure in accordance with Council's Procurement Manual;
- Other delegations as determined by the CEO or Council.

ORGANISATIONAL COMMITMENTS

To comply with the requirements of all Mount Isa City Council policies and procedures as amended from time to time, including but not limited to:

- Comply with customer service standards;
- Comply with Council's Code of Conduct;
- Comply with and actively promote and ensure compliance with Council's EEO Policy;
- Comply with Human Resources policies and procedures;
- Comply with Work Health & Safety legislation, policies and procedures;
- Comply with Records Management policies and procedures.

WORK HEALTH AND SAFETY

All employees of Council have a legal obligation to comply with Work Health and Safety legislation including Council's Work Health and Safety Management System; Safeplan and Council policies, procedures and work instructions. This framework is established to ensure the health and safety of employees, contractors, visitors, volunteers and the public.

Employees are required to perform all work and associated functions in a safe manner and to identify and report any concerns, near misses and incidents/accidents to Councils WH&S Officer and Supervisor.

GENERAL

All employees must comply with all reasonable and lawful directives given in the workplace and must undertake other duties associated with the role, as reasonably directed and within the scope of the requirements of the role.

Position Descriptions do not provide a definitive list of duties and responsibilities and as such Council reserves the right to alter this position description from time to time. Council expects employees to accept variations to their work within the classification level therefore Council may initiate changes through consultation with the position holder. On an annual basis the employee and appropriate Supervisor/Department Manager should review the position description for currency.

MOUNT ISA CITY COUNCIL
Library Assistant Position Description

Selection Criteria – Library Assistant

SELECTION CRITERIA		WEIGHTING (%)
SC1	Previous experience working within a library environment would be desirable.	MANDATORY 20%
SC2	Have excellent customer service skills and the ability to handle conflict in an unassuming manner and be solution focused.	20%
SC3	Knowledge in the use of MS Windows, MS Word, Excel, Outlook, Publisher and the ability to acquire skills in other computer-generated library systems. E.g. Netloan and Libero.	20%
SC4	Ability to work in a small team effectively and share relevant information with other team members.	15%
SC5	A genuine interest in working within a Library environment and assisting the general public with queries.	10%
SC6	Time management skills with the ability to meet deadlines.	15%

AUTHORISATION

Director: Chileya Luangala

Signature: _____

Date: ____ / ____ / ____

Date originated: 1 June 2011

Date reviewed: 15 February 2022

EMPLOYEE DECLARATION

I, the undersigned acknowledge receiving a copy of the Library Assistant Position Description:

Name: _____

Signature: _____

Date: ____ / ____ / ____