

POSITION DESCRIPTION		
Position Title: Library Assistant	Classification: Band 1 Level 3 Grade 5	Position Number: BHCC-LIB-03
Group/Area: Library	Reports to: Library Coordinator	Hours per week: 35
<p>Our Organisation:</p> <p>Vision: Broken Hill is a vibrant, prosperous and culturally rich Heritage City shared with visitors from around the world.</p> <p>Mission: Council provides responsive community leadership to enhance community living and facilitate a prosperous economy</p> <p>Our Values: Accountability, Pride, Perseverance, Courage & Honesty, Teamwork</p>		
<p>Position Objective:</p> <p>The Broken Hill City Library provides important services and a safe space both to the local community and visitors by providing educational, social and technological opportunities for all ages and demographics.</p> <p>This position plays a key role in the day-to-day delivery of these services to the community and is responsible for proactively engaging with customers and supporting their use of the library services, collections and the self-service facilities. The position will also support the planning and delivery of various library programs including the preparation of materials for outreach customers.</p>		
<p>Special Requirements:</p> <p>The Library Assistant position will include occasional weekend work on a 7-day roster system and regular 9am to 6pm shifts.</p>		
<p>Key Stakeholders:</p> <ul style="list-style-type: none"> • General Manager • Director Corporate & Community • Library Coordinator • All Council Employees • Residents, ratepayers and other users of Council services • Suppliers and contractors 		
<p>Reporting Lines:</p> <ul style="list-style-type: none"> • This position reports directly to the Library Coordinator • The position does not have any direct reports 		

Accountabilities
<p>You will use your professional skills and experience to:</p> <ul style="list-style-type: none"> • Provide quality customer service and information, both face to face and by phone and e-mail • Issue and receive Library materials • Select, process and deliver books for Outreach programs and services, such as Home Library and Outback Letter Box Library

- Prepare new Library materials including accessioning, preparing spine labels and preparing library resources for circulation ie covering, rehousing, etc
- Maintaining of public area including collections
- Ensure materials returned are inspected and repaired, if necessary, before being re-shelved
- General clerical duties including word processing, maintaining database records, membership records including processing of accounts as required
- Undertake data entry and cataloguing of Library resources under direction of Library Technicians
- Provide assistance to clients with basic computer/technology/internet requirements
- Provide basic assistance in Archives when required
- Handle money transactions and banking of monies.
- Assist in planning, preparation and delivery of a wide range of programs and events both within the library and offsite.

You will contribute to a customer focused approach to service delivery by:

(N.B. Customers include both internal and external customers, including but not limited to ratepayers, residents, co-workers, councillors, external agencies, suppliers etc.)

- Understanding the overarching outcomes provided by Council through service delivery and infrastructure provision to the quality of life for residents and visitors to our City and having an ability to promote these outcomes
- Listening to customers and understanding that customer experiences are multi-faceted and consideration is given to customer view point and sensitivities surrounding particular decisions and interactions
- Recognise that customers' perceptions are their reality. Create processes to catalogue your customers' reactions and act on this intelligence by aligning your operational practices wherever possible to positively impact on your customers' perceptions
- Ensure that value is delivered to customers through a commitment to mutual cooperation among employees from different functions and departments
- Responding to and resolve Customer Requests and enquires in a timely and customer focused manner
- Ensuring that communication with customers is open, timely and transparent
- Being recognised for having a professional attitude towards customers
- Having an ability to manage difficult situations and conflicts – calmly and professionally

You will contribute to an effective organisation by:

- Monitoring the external environment to identify potential risks, threats and opportunities related to your department , and ensuring these are considered in decision-making
- Support business excellence and continuous improvement practices

You will assist Council in achieving a financially sustainable future by:

- Contributing to a whole of Council approach to resource usage and allocation
- Maintaining a 'value for money' attitude, through efficient and effective use of resources
- Making recommendations for innovative improvements in your work area that enhance outcomes for the community and reduce corporate services costs

You will assist Council to meet Records Information management:

- Understand and implement compliant records management in line with the State Records Act and BHCC Record Management Policy.

You will adopt a team work approach by:

- Performing an active role within the library team to achieve the objectives of that function
- Engage in regular communication and co-operation with fellow team members

- Understanding that all staff at Council are one team working towards a shared purpose, and applying a 'whole of organisation' approach to every aspect of your work
- Embracing and promoting the values of the organisation
- Setting an example for other employees regardless of reporting lines
- Committing to self-awareness and improving professional effectiveness
- Understanding corporate risks that apply to your activities
- Conduct other duties as required to support the Library Services team

You will ensure a safe and equitable workplace environment by:

- Acting in accordance with the NSW WHS Act 2011, WHS regulations and Council's WHS Framework
- Implementing, monitoring and complying with Council's WHS Framework, including, but not limited to WHS Policies, Standard Operating Procedures, Risk Assessments/Work Instructions and associated tools in the work area
- Adequately familiarising yourself with your WHS responsibilities and actively fulfilling these
- Ensuring Council's equal opportunity employment practices reflect the highest standards of ethics, and EEO plans are developed and implemented accordingly

Other duties

In accordance with the Broken Hill City Council Award, Broken Hill City Council is committed to improving the skill levels of its employees and removing any impediments to multi-skilling. This position has therefore been designed to ensure the incumbent of the position (the employee) has a broad and diverse range of accountabilities and duties to perform.

The responsibilities and tasks listed in this position description are indicative only; Broken Hill City Council may direct the employee to carry out such duties that are within the limits of the employee's skill, competence and training.

Employees shall have reasonable and equitable access to education and training. Such education and training shall enable employees to acquire the range of skills they are required to apply in their positions.

Selection Criteria


Essential

- Higher School Certificate
- Experience and a demonstrated competency in circulation methods, reference services, processing and maintenance of collections.
- Demonstrated high level of skills and experience in Microsoft Office Suite, including Word, Excel, Outlook etc.
- Demonstrated ability to learn new skills in technology independently and adapt to new technology
- Demonstrated high level interpersonal, written and verbal communication skills
- Proven accuracy and attention to detail
- Demonstrated commitment to a customer service culture and delivery of quality service
- Working with Children Check
- Australian Federal Police Check
- Current NSW Class C Drivers licence

Desirable

- Certificate III in Library Services or equivalent
- Working knowledge of web-based applications
- Current First Aid Certificate
- Commitment to continuous improvement

Acceptance of Position Description

Approved: General Manager	Signature: 	Date: 22/03/2024
----------------------------------	---	-------------------------

I have read and understand the content of the Position Description and undertake to meet the duties and responsibilities of this position.

Accepted: Employee Name	Signature:	Date:
--------------------------------	-------------------	--------------