Position Description

CORPORATE INFORMATION

Position title	Assistant Libraries Branch Services		
Directorate	Community Sustainability	**Branch/Section/Unit**	Community and Commercial
Position number	1022	**Level**	2
Award	Queensland Local Government Industry (Stream A) Award – State 2017 Division 2, Section 1		
Line Manager	Senior Officer Libraries (Systems and Branch Services)		
Direct reports	Nil		
Indirect Reports	Nil		

SCOPE OF POSITION

Position Summary

This position is responsible for providing and promoting library services to the community delivering high quality, customer focused service and library programming and events that are responsive to community needs.

Key Responsibilities of the Role

- Provide outstanding customer service at our libraries.
- Undertake library duties such as issues, returns, shelving and collection maintenance.
- Maintain a strong knowledge of library services, including digital and online resources and library programs.
- Assist with the retail presentation of our library spaces to best showcase our products and services to the community.
- Promote and deliver a range of library programs to fulfil the community's needs including story time, school holiday activities, lifelong learning, technology sessions and community workshops.
- Actively participate in reviews of branch library processes and procedures to ensure a continuous improvement focus on customer service.

Mandatory Licence/Competency (Ticket) Requirements

- The ability to work at other branch libraries as required to meet business needs.

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- The availability to work flexible hours (including Thursday night and Saturday morning).
- Queensland 'C' Class driver's licence or above that is current and maintained.
- Working with children check – Blue Card or ability to obtain a Blue Card.

Desirable Licence/Competency (Ticket) Requirements

- Nil

Essential Knowledge/Skills/Qualifications Criteria

- Excellent Customer Service and communication skills with an ability to deal with difficult customers and present a positive Council image.
- Demonstrated knowledge and ability to use a variety of computer hardware and software with an ability to instruct customers with various IT requirements.
- Ability to develop working relationships with staff and work together in a team environment.
- Ability to deliver various library programs to large groups of people at our libraries and outreach locations.
- Ability to work autonomously.

Desirable Knowledge/Skills/Qualifications Criteria

- A Certificate III in Library and Information Services or equivalent qualifications/experience.
- Diverse reading interests and the ability to assist customers discover their next read.

Physical Requirements of the Position

- an ability to perform tasks for extended periods whilst in a sitting position and occasionally pushing, pulling or handling objects exerting a force up to 5kg
- an ability to walk up and down stairs whilst occasionally carrying weights up to 15kg
- an ability to clearly hear directions and instructions being provided at normal speech levels.

Special Requirements

- Library staff may be required to work at any of the library branches.
- Library staff may be required to work evening shifts and weekends as rostered.

ORGANISATIONAL INFORMATION

Safety

Behaviours

Maintain a positive attitude towards acquiring an understanding of work health and safety (WHS) legislation, including Council WHS policies and procedures.

Fostering and maintaining a positive attitude towards WHS within the individual work teams.

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Responsibility

Applying Council policies and procedures in every day work activities to assist Council in ensuring a safe work environment.

To meet the standards imposed by any relevant safety legislation as required by Queensland's *Work Health and Safety Act 2011*.

Related documents

- WHS Policy statement WHSPOL004.
- Work Health and Safety Responsibility and Accountability Statement WHSPOL008.
- The WHS KPIs are located in the Work Health and Safety Management Plan WHSP110 and should be referenced as applicable with this position.

Code of Conduct

As per the Staff Code of Conduct (OCPOL001), employees must conduct all business with integrity, honesty and fairness and comply with all relevant laws, regulations, codes, policies and procedures.

Records Management

Council employees are required to ensure adequate records of actions taken and decisions made whilst undertaking their duties are created and maintained, in accordance with Council's Recordkeeping Policy.

Council's Vision

Gympie Regional Council has a vision for embracing opportunities, promoting wellbeing and celebrating strong communities.

Council's Values

Accountability – We are open, transparent and take responsibility for our actions.

Communication – We consult with the community, actively listen to and respond to the input of residents, and keep people informed.

Customer Service Focused – We meet the needs of our community in an efficient and effective manner. We strive to continually improve, show empathy and are environmentally aware in our service delivery.

Integrity – We act with honesty and respect in all we do and respect all residents, colleagues and visitors.

Teamwork and Collaboration – We recognise and support everyone's contributions. We are inclusive and contribute respectfully working as a team. We will care for ourselves and others.

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POSITION APPROVAL AND ACCEPTANCE

Approved by

Name		**Position**	
Signature		**Date**	

Accepted by

Name			
Signature		**Date**	

The scope and requirements of this position as well as the organisational structure is subject to change by Council as required by business needs.

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