

POSITION DESCRIPTION

	Position Title:	Library Assistant
	Position Number:	
	Directorate & Branch:	Community & Economic Services
	Service:	Library & Information Services
	Location:	Any Library Branch
	Date Created/Updated	30/4/2021 Updated August 2026
	Position Classification:	Band 2

POSITION PURPOSE/OBJECTIVE

Assist in the provision of a courteous, efficient and effective library service in a branch library.

RELATIONSHIPS

Reports to: Position Title	Coordinator Library Branches
Reports to: Position Number	P01211
Staff Responsibility:	Nil
Key Internal Relationships:	Library Coordinator Team, Team Leader Librarians, Specialist Librarians, Library Assistants, other relevant Council staff.
Key External Relationships:	Members of the public

KEY RESPONSIBILITIES

- Provide library circulation service to customers using the automated system with general guidance on a daily basis.
- Sort and shelf library materials quickly and accurately by Dewey Decimal classification and alphabetical order where required.
- Carry out regular shelf checking and tidying and assist in setting up displays.
- Provide information in response to straightforward enquiries from customers; including author, title and subject requests, and programs; and where necessary refer other enquiries to appropriate staff.
- Assist customers with requests for inter-library loan service and buying suggestions.
- Assist with selection of materials for housebound readers where required.
- Assist customers in the use of technology, including but not limited to public access computers, accessing the library catalogue and use of multifunction printers/photocopiers.
- Provide basic troubleshooting assistance and carry out basic maintenance of library technology.

- Handle complaints from customers according to routine procedures and refer to supervisor when necessary.
 - Handle cash and EFTPOS transactions, issue change and receipts and assist with counting and balancing of money.
 - Provide support with workplace training of new staff and advise supervisor of training needs.
 - Participate in library activities and programs.
 - Contribute to help Council deliver its sustainability goals.
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GUIDING PRINCIPLES

- We act as one organisation responding to the changing needs of our community while protecting and enhancing our World Heritage environment.
- We are strategy led, driven by our Community Strategic Plan with clear priorities and focus.
- We are service focused we continuously improve service provision and provide excellent customer service.
- We collaborate and work together to achieve our outcomes.
- We ensure safety and well-being is at the centre of our organisation, operations and culture for our employees, our community and our environment.
- We are a socially, environmentally and financially sustainable organisation, living within our means, ensuring best value resource allocation.

These Guidelines complement the Council's adopted Values of: Work Together; Work Safe Home safe; Service Excellence; Value for Money; Trust and Respect; and, Supporting Community.

WORKPLACE HEALTH & SAFETY

Ensure compliance with WHS obligations and responsibilities as outlined in Councils policies and procedure and under the relevant WHS legislation. These include but are not limited to implementation of policies, procedures and work practices within your relevant portfolio and provision of sufficient resources to ensure compliance with WHS legislation; ensuring duty of care through keeping updated on relevant WHS and well-being matters within your relevant portfolio; ensuring incidents, hazards, risks and well-being are understood, minimized and managed effectively in a timely manner within your relevant portfolio including escalation of issues where appropriate; provision of advice, support, equipment and training to your staff members to enable compliance with Councils WHS policies and WHS legislation.

You have the right to cease or direct cessation of unsafe work. In addition, you are required at all times to comply with Councils Asbestos Management Plan and Policy.

COMMUNICATION

This position will be required to communicate with members of the community of all ages and backgrounds, as well as staff at varying levels. This will include providing advice and relaying and receiving information. The position will need to be able to deal with difficult customers and resolve issues promptly where possible.

JUDGEMENT & PROBLEM SOLVING

Maintaining a high level of customer service at all times.

This position will be required to recognise problems/issues as they arise and resolve them in the most appropriate manner. They will exercise sound judgment in determining appropriate outcomes in line with existing policies and procedures in the workplace environment.

AUTHORITY

This position will be required to make decisions as they arise and resolve them in the most appropriate manner. They will exercise sound judgment in determining appropriate outcomes in line with existing policies and procedures in the workplace environment. If need be, refer matters to Branch Librarian (Team Leader) or Supervisor.

SKILLS, EXPERIENCE, QUALIFICATIONS & BEHAVIOURAL COMPETENCIES

ESSENTIAL

1. Demonstrated ability to deliver efficient and enthusiastic Customer Service in response to changing needs.
2. Demonstrated computer literacy with the ability to assist clients in the use of technology and to provide basic trouble-shooting assistance where required.
3. Demonstrated ability to work quickly and accurately under pressure and with attention to detail.
4. Demonstrated good written and verbal communication skills.
5. Demonstrated team experience.
6. Demonstrated ability to work with initiative and flexibility.
7. Knowledge of and commitment to Work Health and Safety systems and Equal Employment Opportunity principles.

REQUIRED QUALIFICATIONS

1. Age 18+
2. Higher School Certificate (HSC) or equivalent; or successful completion of the Blue Mountains Library Junior Library Assistant Program.

DESIRABLE

1. Public Library experience.
2. Knowledge of Dewey Decimal classification and library call numbers and categories.

The position holder can be required to work at any Branch of the Blue Mountains Library Service.

BMCC POSITIONAL PHYSICAL DEMANDS ANALYSIS

*NOTE: to be completed with the Recruitment Requisition form by the requesting Manager/ Supervisor.
Please contact the WH&S Officer if assistance is required in completing this form.*

Position:	Library Assistant		
Responsible Manager/Supervisor:	Lower / Upper Mountains Library Coordinator Branch Librarian as relevant		
Signature:		Date:	

Complete the physical requirements and working condition sections of the table below based on an employee's average daily exposure to the tasks listed. Ratings as follows:	Exposure Level		Rating
	No Exposure		0
	Low Exposure (0 – 2hrs daily)		1
	Medium Exposure (2 – 4hrs daily)		2
	High Exposure (4 – 8hrs daily)		3

PHYSICAL REQUIREMENTS							
Heavy Manual Tasks	0	Pushing loads > 5kgs	1	Frequent bending/ stooping	1	Sitting for extended periods	2
Light Manual Tasks	3	Pulling loads >5kgs	0	Repetitive Lifting	3	Standing for extended periods	3
Trunk Twisting	1	Extend arms for reaching	1	Elevating arms above shoulder height	1	Kneeling for extended periods	0
Climbing to access/ exit excavations	0	Throwing	0	Walking on uneven ground	0	Walking for extended periods	2
Balancing	1	Crawling	0	Hearing above background noise	0	Depth Perception	1
Colour Vision	0	Fine Manipulation	1	Shovelling/Digging	0		
WORKING CONDITIONS							
PHYSICAL							
Inside Work	3	Outside Work	0	High Temperatures > 38deg	0	Low Temperatures < 3 deg	0
Operating Machinery	0	Working Near Machinery	0	Working at Heights	0	Noisy Work Areas	0
Vibration	0	Confined Spaces	0	Prolonged Driving (periods > 2hours)	0	Working Alone	1
Overhead Work	0	Use of computer for screen-based activities.	3	Prolonged Sitting (periods > 1hour)	0	Prolonged Standing (periods > 1 hour)	3
CHEMICALS				BIOLOGICAL			
Dusts	0	Liquids	0	Pesticide Spraying	0	Herbicide Spraying	0
Working with Solvents	0	Mists / Fumes	0	Possible exposure to Hepatitis A, B, C	1	Possible exposure to Tetanus	1
Gases/ Vapours	0	Odours	0	BIOMECHANICAL			
				Repetitiveness	2	Fatigue	1
ASBESTOS							
Asbestos Awareness	√	None of the below					
Class B Asbestos Removal	0	Asbestos Removal and Supervision	0	Asbestos Assessor	0		
USE OF PERSONAL PROTECTIVE EQUIPMENT							
Safety Boots/ Shoes	0	Dust Mask/ Respirator	0	Protective Eyewear	0	Ear plugs/Muffs	0
Hard Hat	0						
Provide a brief description of the job requirements:							
Customer facing library work including computer use, physical handling of library materials, and delivery of programs.							