

 Wattle Range COUNCIL	<b>POSITION DESCRIPTION</b>			Version:	2
	Library Assistant			Date Adopted:	June 2020
				Next Review Due:	June 2024
<b>POSITION TYPE</b>		<b>SALARY CLASSIFICATION</b>	Level 2 – ASU Enterprise Bargaining Agreement	<b>LOCATION</b>	Millicent Library

### POSITION OVERVIEW

Provide excellent customer and library and information services under direction to meet the recreational and educational needs of the residents of the Wattle Range Council

Perform such duties and carry out responsibilities that support the Manager Library and Cultural Services, in providing efficient, effective and timely:

- library and information services,
- gallery services and
- local history services and
- Civic centre services

### KEY ACCOUNTABILITIES

#### Work Health and Safety

<b>Accountability 1</b>	<b>MAJOR ACTIONS</b>
	1. Comply with the requirements of a safe working environment by following the Council Safety Program and applying safe working principles
	<b>HOW SUCCESS WILL BE MEASURED</b>
	• Participation and being proactive in safety related programs
	• Completion of the required safety related training
• Reporting of all incidents and accidents	

#### Customer and Information Services

<b>Accountability 2</b>	<b>MAJOR ACTIONS</b>
	1. Provide excellent, timely and relevant customer and information services
	2. Ensure that all library and information services are performed to a high level
	3. Ensure that Library, Gallery and Local History programs and services are continually developed and provide support to the Manager LCS
	4. Participate effectively in developing and maintaining library databases, information technology, user education, collection maintenance and promotions
	<b>HOW SUCCESS WILL BE MEASURED</b>
	• Feedback from community re customer satisfaction
	• Program development, delivery and participation in programs by community
	• Proficient use of network and LMS systems
	• Participation in training programs and development and passing onto fellow staff
• Customer service provision is as per Council policies, procedures, guidelines and Charter	
• Behaviour and work undertaken is in accordance with Council values and legislated Employee Code of Conduct	

#### Effective use of technology – The Digital Library

<b>Accountability 3</b>	<b>MAJOR ACTIONS</b>
	1. Ensure that patrons and community are aware of new developments and have access to training and assistance
	2. Ensure that customers both internal and external are provided with timely and relevant services and access to information, making effective use of available technologies and resources – reinforcing the role of the Digital Library
	3. Support fellow staff in the use of technology and programs

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	4. Assist patrons to maximise the use of technology and peripherals
	5. Make effective use of technology to promote the library and information services, gallery and local history centre
	6. Maintain and ongoing development of Data Bases and make effective use of: Enterprise, Online Data Bases, Portfolio, etc
	<b>HOW SUCCESS WILL BE MEASURED</b>
	<ul style="list-style-type: none"> <li>Uptake of programs and participation rate</li> <li>Use of technology and services</li> <li>Promotion of the Digital Library</li> </ul>

<b>Collaboration with staff and volunteers</b>	
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<b>Accountability 4</b>	<b>MAJOR ACTIONS</b>
	1. Support fellow staff and volunteers in order to create a collaborative environment and a culture of flexibility and agility where staff are supportive of each other and are encouraged to contribute to planning and empowered to make decisions at the appropriate level
	<b>HOW SUCCESS WILL BE MEASURED</b>
	<ul style="list-style-type: none"> <li>All members of the Library &amp; Cultural Services team are kept aware of and comply with latest practices and Council Policies &amp; Procedures</li> <li>All interaction with Council staff, community, stakeholders and government agencies is accordance with Council values, policies and procedures</li> </ul>

<b>Other Duties</b>	
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<b>Accountability 5</b>	<b>MAJOR ACTIONS</b>
	1. Additional tasks not listed in this document but within the scope and classification of this position are performed to uphold the overall quality and functioning of the library, gallery, local history collection and Civic Center.
	2. All Council documents and records are maintained in line with Council policies, procedures, systems and processes
	<b>HOW SUCCESS WILL BE MEASURED</b>
<ul style="list-style-type: none"> <li>Required tasks are completed</li> </ul>	

<b>DECISION MAKING AUTHORITY</b>	
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DECISIONS EXPECTED	RECOMMENDATIONS EXPECTED
<ul style="list-style-type: none"> <li>Ongoing activities and programs</li> <li>Regular Service Provision</li> </ul>	<ul style="list-style-type: none"> <li>– Events</li> <li>– Resourcing</li> </ul>

<b>BUDGET &amp; RESOURCES</b>			
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Direct Reports to this Position	Nil	Indirect Reports to this Position	
Financial Delegation	\$ Nil	Expenditure Budget	\$ Nil

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<b>EMPLOYEE RESPONSIBILITIES</b>		
	<b>Responsibility</b>	<b>Actions</b>
<b>Organisational Values</b>	Work within Council's values in all elements of daily work	<ul style="list-style-type: none"> <li>● Apply Council's values in all day to day activities, functions and communications</li> <li>● Be accountable, trustworthy and act with integrity</li> <li>● Work as a team player and treat others with respect</li> <li>● Maintain confidentiality with relevant information</li> </ul>
<b>Workplace Health and Safety/Risk Management</b>	Take responsibility for the safety and wellbeing of yourself and your workmates, ensuring any hazards/risks are reported and any incidents/injuries are reported. There is a requirement that the Library Assistant is fit to undertake all duties as stated in this position description.	<ul style="list-style-type: none"> <li>● Hazards and or risks are identified in line with procedures.</li> <li>● Incidents/injuries reported in line with procedures.</li> <li>● Understand and comply with all WHS policies applicable to your role, including any procedures, safe work instructions etc and comply with reasonable instruction provided by supervisors or management.</li> <li>● Compliance with all safety policies and ensuring all reasonable instructions are followed.</li> <li>● Ensure, that any tools, equipment or protective clothing is well maintained and used correctly and in line with safety procedures.</li> </ul>
<b>Risk Management</b>	Demonstrating a commitment to risk management principles and practices and maintain a safe environment through observing Council's Risk Management Policy and Procedures. The employee must take all reasonable steps to reduce risks identified in risk audits and other relevant processes and ensure the security of Council's assets under employee's control.	<ul style="list-style-type: none"> <li>● Participation in Risk Management Programs</li> <li>● Compliance to Risk Management Policy and Procedure</li> <li>● Reporting all risk or liability issues to Team Leader/ Manager</li> <li>● Implementation of risk reduction measures</li> </ul>
<b>Records Management</b>	Ensuring compliance with Council's Records Management policies and procedures and the requirements of the State Records Act 1998 and other legislative requirements for records management and record keeping.	<ul style="list-style-type: none"> <li>● Maintain an awareness of records management procedures.</li> <li>● Create records to support the conduct of business activities.</li> <li>● Register records into paper and/or electronic recordkeeping systems.</li> <li>● Develop and maintain knowledge of where records are kept in Council.</li> <li>● Ensure Council records are not destroyed without authority from the Records Department.</li> <li>● Maintain confidentiality with all relevant Council related documents and information</li> </ul>
<b>Code of Conduct / Corporate Standards</b>	Ensure professional conduct is in accordance with Council's Code of Conduct for Employees as legislated and Corporate Standards.	<ul style="list-style-type: none"> <li>● Maintain awareness and adhere to Council's Corporate Standards, Code of Conduct and relevant procedures.</li> </ul>
<b>Professional Development</b>	Undertake professional development or training opportunities as approved or directed by management.	<ul style="list-style-type: none"> <li>● Participate and proactively assess professional development and training opportunities.</li> </ul>

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<b>Performance Review and Planning</b>	Undertake performance review and planning sessions with your direct manager or supervisor.	<ul style="list-style-type: none"> <li>Positively participate in performance review and planning</li> </ul>
<b>Other Requirements</b>		
<b>Special Conditions</b>	Nil	

<b>QUALIFICATIONS AND EXPERIENCE</b>	
<b>SELECTION CRITERIA</b>	<b>Essential</b> - <i>Mandatory to ensure the job is done effectively and efficiently</i>
	<ul style="list-style-type: none"> <li>Ability to manage time, work under pressure and show initiative</li> <li>Effective communication and customer service skills</li> <li>Effective use of information technology including computers, tablets, programs and internet</li> <li>Effective organisational and administrative skills to deliver tasks and services effectively and efficiently</li> <li>Able to perform both on an individual level and as part of a team</li> <li>Sound general knowledge and research skills</li> <li>Good interpersonal skills to deal interact with stakeholders demonstrating tact and patience</li> </ul>
	<b>Desirable</b> - <i>Not essential but generally considered to be required to do the job proficiently</i>
	<ul style="list-style-type: none"> <li>Knowledge of technological developments and advancements as applicable to libraries</li> <li>Knowledge of the State One Card system</li> <li>Knowledge of the Local History environs and programs</li> <li>Post-secondary qualifications in a related discipline</li> </ul>

INCUMBANT SIGNATURE		DATE	
PRINT NAME		DATE	