

Position Description Casual Library Assistant

POSITION NUMBER: OPS 0016
POSITION TITLE: Casual Library Assistant
AWARD CLASSIFICATION: Band 3
POSITION TYPE: Casual
LOCATION: Varied

POSITION OBJECTIVES

To assist in the effective operation of a library in accordance with Goulburn Valley Libraries policies and procedures.

To facilitate the highest possible standard of service to the public.

KEY SELECTION CRITERIA

- Proven customer service skills.
- Good standard of digital literacy.
- High standard of written and verbal communication skills.
- Public library experience.

KEY RESPONSIBILITIES AREAS

- Hours are worked on a relieving, as-needs basis and as such will be irregular in nature.
- Hours worked may be allocated across the service and may include evening and weekend rosters.
- Undertake a range of duties as rostered.
- Reasonable availability, often on short notice

1. User services

- Assist library users.
- Assist the public in accessing the internet/digital resources and library equipment.
- Maintain the library in good order.
- Participate as appropriate in providing group activities in the library.

2. Promotion and public relations

- Promote a positive image of the library service.
- Participate in the promotion of the library's services and resources.
- Participate in the organisation of library activities and displays.
- Liaise as required and maintain a good relationship with library volunteers and Friends of the Library groups (if applicable).

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3. Collection

- Assist in maintaining the collection in good order and condition.
- Make recommendations for acquisitions or disposal to the Library Co-ordinator/Operations Manager.
- Assist in collection management under the supervision of the Library Co-ordinator/Operations Manager.

4. Administration

- Assist in day-to-day operation of the library.
- Report to the Library Co-ordinator/Operations Manager on matters of library maintenance.
- Assist in maintaining accurate meeting room bookings, if applicable.
- Assist in maintaining accurate cash reconciliation for the register and petty cash.

5. Staff

- Under the general direction of the Library Co-ordinator, supervise the work of the Junior Shelvees and other casual staff as required.
- Attend training and meetings.
- Co-operatively work with and support other staff.
- Ensure that discretion and confidentiality is used.
- Work at other locations within the region to meet organisational requirements.
- Promote a healthy and safe workplace and culture.
- Perform any other duties which, given the classification and nature of the duties, may reasonably be directed to perform.

ORGANISATIONAL RELATIONSHIP

Reports to:	Library Co-ordinator/Operations Manager
Supervises:	Nil
Internal Liaisons:	Operations Manager Goulburn Valley Libraries staff
External Liaisons:	Library users Community groups Volunteers Friends of the Library (if applicable) Member municipality representatives

ACCOUNTABILITY AND EXTENT OF AUTHORITY JUDGEMENT AND DECISION MAKING

The incumbent in this position is responsible for:

- Quality, accuracy, and timeliness of own work.
- Judgement required in defined range of recurring work situations.
- Guidance and support always available.
- Ensuring that discretion and confidentiality are used.
- Perform work under general supervision.

SPECIALIST SKILLS AND KNOWLEDGE

- Proven customer service skills.
- Digital Literacy
- Basic knowledge of public library routines
- High standard of communication skills.
- Basic reference interview skills.

MANAGEMENT SKILLS

- Plan and organise own work.
- Ability to work independently as well as part of a team.
- Demonstrate an understanding of the principles of Equal Employment Opportunity and follow Occupational Health and Safety procedures.

INTERPERSONAL SKILLS

- Proven customer service skills.
- High standard of communication skills.

QUALIFICATIONS AND EXPERIENCE

- Year 11 or above, or some library experience.
- Current Victorian Drivers Licence
- Current Working with Children Check

Other relevant information

All applicants new to Goulburn Valley Libraries will be required to complete a pre-existing injury form prior to commencement.

The position will not be based at a specific library, rather will be required to work at Libraries across the region of Greater Shepparton City Council, Moira and Strathbogie Shires.

The following is a list of requirements for this position that need to be met.

Undertake activities associated with office work, including sedentary desk work.

Required to follow the correct procedure for specific tasks

Required to stand for lengthy periods

Required to use computer for lengthy periods

Required to move and lift crates of up to 15kg regularly

Required to move arms/shoulders in repetitive motions for lengthy periods

Required to travel in vehicles for extended periods

Required to work in air conditioned buildings

Required to perform/present to groups of people

Employee Signature

Print Name

Date

Operations Manager Signature

Jenny Wyllie

Date