

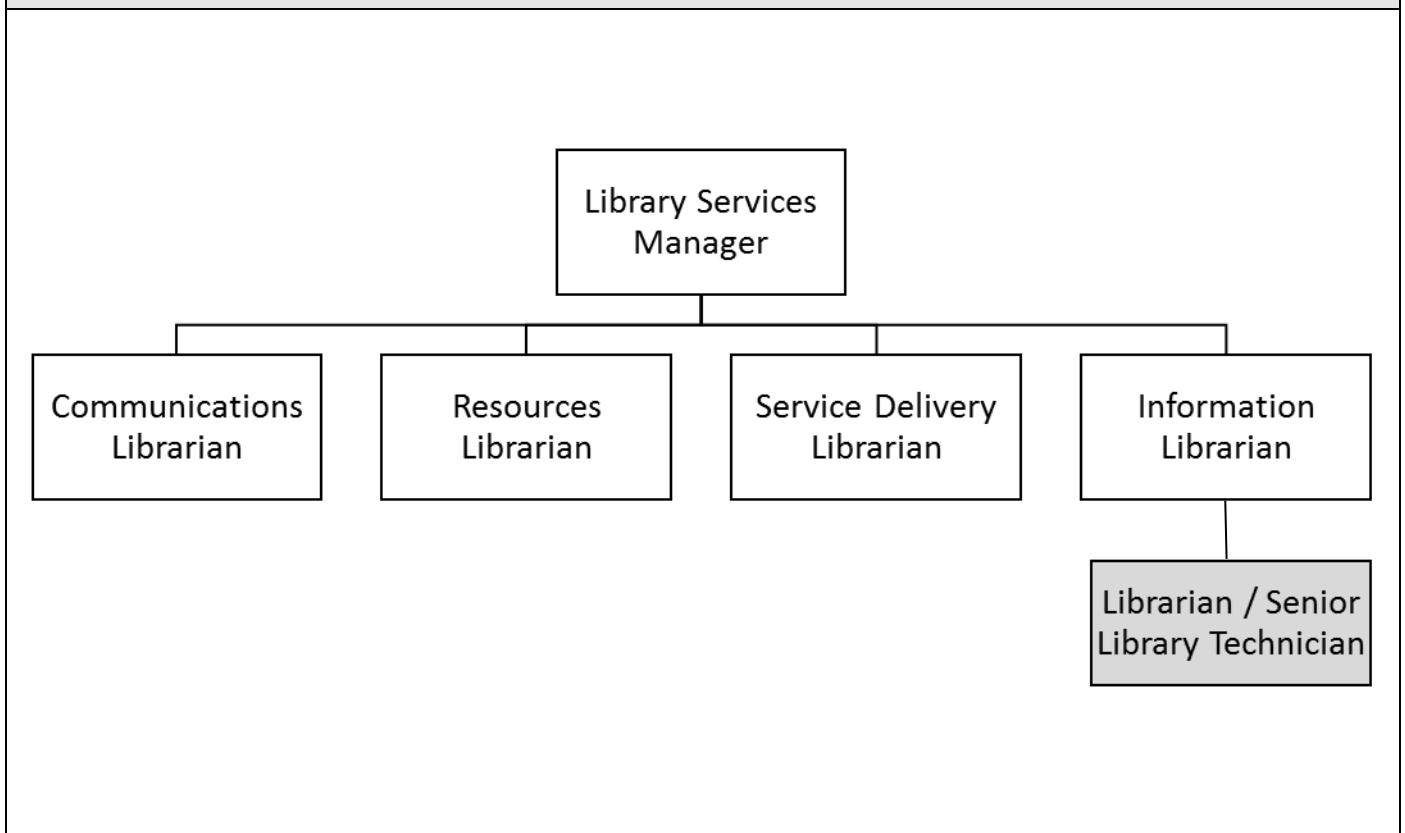
# Position Description

<b>Position Title:</b>	Librarian / Senior Library Technician
<b>Band Level Grade:</b>	Band 3 Level 1 Grade 1 / Band 2 Level 2 Grade 1
<b>Department:</b>	Library Services
<b>Date:</b>	October 2017

## Position Purpose

To contribute to the achievement of Library goals and objectives, by providing a professional, efficient, courteous service for the public. To use professional skills to facilitate and promote the Penrith Library Service through the branch libraries as rostered.

## Department Structure



## Key Result Areas

### 1. Library Service Team

#### Major Actions

- To provide circulation, information and technology advice and assistance within the Council's Libraries.
- To increase community awareness and understanding of library services, resources and facilities
- To sort, shelve, tidy and check collections to keep them orderly, neat and accessible
- To accurately process and receipt payments for library fees and charges
- To assist the team to maintain a tidy and safe environment within the Council's Libraries
- Utilise the range of library systems and equipment available within the Council's Libraries
- Participate in outreach teams for the development of Library Services

#### Performance Measures

- A consistent quality service is provided to all customers.
- Knowledge of library policies and procedures is kept up-to-date.
- Customer complaints and problems are correctly handled.
- Established security practices and procedures are followed.
- Service Desk work flow is effective.
- Income received is accurately receipted and recorded.
- Appropriate consideration of customers with special needs is given
- Directions from Team Leaders are followed.
- Outreach team participation has positively contributed to the development of Library Services.

### 2. Digital Literacy

#### Major Actions

- Develop and maintain knowledge of relevant online technologies used by customers
- Assist library customers to use library systems and equipment
- Contribute digital literacy programs

#### Performance Measures

- A sound knowledge of the library's online services is demonstrated.
- Library customers are confident in the use of library systems and equipment
- A solid working knowledge of commonly used digital devices enabling customer access to library services is demonstrated

## Key Result Areas

### 3. Professional Development

#### Major Actions

- Maintain library industry awareness
- Undertake all relevant training
- Develop skills across a range of Library Service areas, which include Collections, Research, Branch Operations, Outreach, Children's Programs, Promotions and Marketing, Digital support and Training

#### Performance Measures

- Awareness of industry trends and developments maintained
- Feedback to colleagues for service improvement is provided
- Staff training sessions are attended.
- Skills are developed in a range of Library Service areas

### 4. Customer Service

#### Major Tasks

- Provide effective service to Council customers and the community
- Provide effective service to internal customers
- Accurately identify the needs of customers
- Take action to satisfy customer needs
- Present a positive image of Council

#### Performance Measures

- A calm conciliatory approach is used in all customer dealings
- Active listening techniques are applied in customer dealings
- Customer needs are identified and confirmed with the customer
- Appropriate action to satisfy the customer need is identified and implemented
- Personal presentation and grooming adheres to organisational and departmental guidelines

## Key Result Areas

### 5. Corporate Governance and Effective Work Practices

#### Major Tasks

- Carry out work inline with relevant legislative and statutory requirements and /or industry codes, practices and standards
- Adhere to Code of Conduct, EEO and anti discrimination policies
- Take responsibility for and manage own work and contribute to a productive work environment
- Accept and contribute to workplace change
- Undertake workplace tasks as directed
- Work cooperatively with others to facilitate workplace learning
- Work in an ethical manner and comply with Council's code of conduct and other governance documents adopted by the organisation from time to time
- Resolve workplace conflict in line with council policy
- Undertake recordkeeping activities in accordance with Council's Records Management business rules, procedures, policies and State Records Legislation

#### Performance Measures

- Relevant legislative and statutory requirements and /or industry codes, practices and standards are always complied with
- Work reflects application of, and adherence to, EEO and anti discrimination policies
- A positive work atmosphere is maintained by acting and communicating in an effective and appropriate manner with all customers, external contractors, co-workers, supervisors and managers
- Work tasks are appropriately prioritised and time effectively managed
- Productivity is consistent with reasonable expectations of a proficient employee in the position
- Implications of workplace change are identified and accepted
- Agreed changes to improve work outcomes are acted upon
- Direction from supervisor is accepted and acted upon
- Requests to take on alternative duties from time to time are accepted and adhered to
- Council training is attended when required
- Training needs of other employees are identified and appropriate action identified and implemented
- All work is ethical and complies with Council's Code of Conduct and governance documentation
- Workplace conflict is resolved in line with Council's Grievance procedures
- Record keeping activities are undertaken in accordance with Council's policy and procedural requirements
- Council's official information is captured in the Corporate Information Management System – IMS

### 6. Work Health and Safety (WHS)

#### Major Tasks

- Attend training as required
- Perform work in accordance with WHS policies and procedures
- Participate in consultative processes for the management of WHS

#### Performance Measures

- All required training has been completed
- WHS procedures are identified and complied with participation in consultation process is on record

## Qualifications, Experience and Specialist Skills & Knowledge

### Essential Criteria

- Relevant Degree qualification with eligibility for associate membership of the Australian Library and Information Association or Diploma of Library / Information Services or equivalent
- Knowledge of library resources and technologies
- Computer systems and office equipment skills
- Demonstrated high level customer service skills
- Effective communication to assist a broad range of age groups and skill levels
- Effective organisational and time management skills
- Current Class C Driver Licence

### Desirable

- Public Library experience