

Position Description – Library Assistant - Technology

Position Number:	5120
Division:	Community & Culture
Hours Per Week:	35
Award:	Local Government (State) Award
Grade (SAS):	10
Location:	Lane Cove Library
Position Reports to:	Technology Solutions Librarian
Positions Reporting Direct to this One	Nil

Our Values



Customer focus

We listen to the needs and wants of our customers and provide exceptional customer service



Integrity

We are fair and consistent in our actions and we act ethically, honestly, responsibly and respectfully



Consultation

We seek to understand before acting and are sensitive to residents needs and situations



Equity

We deal equally and honestly with customers and each other



Leadership

We focus attention on what is really important, lead by setting a good example and seek to improve outcomes, processes and relationships

Position Description Coverage

This Position Description is not a complete statement of all the Accountabilities, Responsibilities, Tasks and Outcomes etc. associated with the role. It is intended only to be indicative and descriptive of the role with the incumbent required to undertake any and all tasks requested that are within their skills, competence and training.

This is a child related employment position in accordance with the Child Protection (Working with Children) Regulation 2013. It is an offence for a prohibited person to apply for or occupy this position.

Accountability Objective

To contribute to the provision of quality customer service in the Lane Cove Libraries. To assist with the installation, maintenance and troubleshooting of Library technologies; and repair and maintain audiovisual items.

Principal Accountabilities

- Provide circulation services, by issuing, returning and renewing items, assisting clients with use of the self-check machines and processing financial transactions;
- Assist to maintain the service area environment, resources and equipment to ensure a safe and friendly library environment;
- Shelf Library items and shelf-check collections to facilitate borrower access to resources;
- Contribute to library user's access to information by determining their requirements, providing information about services and facilities and referring appropriately;
- Assist in the provision of a safe library environment by recognising and reporting unsafe/unsatisfactory work conditions and incidents concerning staff and clients (incidents could include heart attack, fire alarm, rowdy or unruly behaviour);
- Work as part of the Library team to ensure that the overall objectives and aims of the Council's Library Service are achieved;
- Assist with the installation, maintenance and troubleshooting of Library technology located at Lane Cove Library branches.
- Ensure the quality of the audiovisual collections by resurfacing and polishing items using a commercial disc repair unit;
- Liaise with borrowers and staff to resolve issues related to missing parts from the audio visual collection e.g. CDs, DVDs, item covers, booklets, etc;
- Any other accountabilities or duties as directed by the supervisor which are within the employee's skills, competence and training, to assist to deliver a high quality library service across Council.

Key Organisational Accountabilities

- Contribute to improved customer service and organisational effectiveness, by acting ethically, with honesty and fairness;
- Provide exceptional customer service by listening to the needs of each customer and action in a prompt, professional and courteous manner at all times;
- Ensure that the following principles from Council's Code of Conduct are taken into consideration in the carrying out of all Council duties:- integrity, leadership, selflessness, objectivity, accountability, openness, honesty and respect;
- A commitment to ensuring the organisation is child safe
- Identify, assess and manage all risks associated with the function;
- A commitment to Council's Fraud and Corruption prevention strategy;
- Report injuries, accidents, incidents and near misses in the work area and on the corrective actions taken to prevent reoccurrence;
- Always ensure your actions contribute to a safe and healthy workplace;
- Use and properly maintain appropriate safety clothing and personal protective equipment; and
- Ensure EEO, the principles for a culturally diverse society, and Council policies are complied with at all times.

Key Result Areas

The direction for work is established by the technology Solutions Librarian in accordance with Council and Library priorities.

- The ability to work as part of a team, as well as independently.
- Highly developed customer service skills.
- Contribute to their own work performance and learning

- Good communication skills – verbal and written.
- Knowledge of current WHS, Library and Privacy legislation
- Knowledge of Library technologies
- Knowledge of Shorelink, Lane Cove Council and Lane Cove Library policies and procedures
- Organisational understanding.

Selection Criteria

All **bold highlighted** essential criteria **must** be addressed when applying for the role.

Essential

- **Higher School Certificate or equivalent qualifications and experience;**
- **A current 'Paid Worker – Working with Children's Check' clearance (NSW);**
- **Demonstrated commitment to the provision of high-quality customer service;**
- **Demonstrated ability to work in a team environment;**
- **Demonstrated ability to work under pressure and prioritise tasks;**
- **Demonstrated strong and effective verbal communication and interpersonal skills;**
- **Demonstrated ability to refer matters to senior staff on duty as appropriate;**
- **Demonstrated knowledge of installation and maintenance of Library technologies**
- **Ability to work evening and weekend shifts as required;**
- **Class C Drivers Licence;**

Desirable

- **Public library work experience;**
- Demonstrated book and audiovisual processing skills;
- Demonstrated knowledge of the Shorelink Library Network;
- Demonstrated experience using library management systems e.g. Aurora;
- Enrolment in an ALIA accredited Library and Information Services course;
- Information and Communication Technology training or experience

Signatures

Position Holder: _____ Date: _____

Manager: _____ Date: _____

Director: _____ Date: _____

Reviewed and Finalised

Date: August 2025