**POSITION DESCRIPTION**

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| **Position Title:** | Dubbo Library Assistant  | **Position Code:** | 6-DLA |
| **Division:** | Community Culture and Places | **Grade:** | B |
| **Location:** | Dubbo | **Hours/Week:** | 35 |
| **Reports to:** | Dubbo Library Team Leader |
| **No. Direct Reports:** | Nil | **No. Indirect Reports** | Nil |

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| **Primary Purpose of Position**  |
| The Library Assistant undertakes a range of customer service and operational activities in the Dubbo Branch Library.Under the direction of the Dubbo Library Team Leader, ensure the efficient daily operation of the Dubbo Branch library. |

| **Key Accountabilities / Duties** |
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| **Key Result Area** | **Primary Activities/Measures** |
| Assist and support the supervisor to ensure the efficient day-to-day running of the Branch Library.  | * To ensure the professional delivery of circulation desk routines by having a thorough working knowledge of the Library Management System
* To ensure the application of all fees and charges
* To ensure that the shelving of resources, shelf checking, and presentation of the Dubbo Branch and its collections are to the required standard
* Have a sound working knowledge of all library collections
* To assist with Dubbo Branch promotional events and activities
* Work cooperatively within the Dubbo Branch, with the Regional Office and other MRL service points
* Monitor the day-to-day operation of the Library Management System, photocopiers and other equipment, including the notification of maintenance requirements
* As directed, ensure the transfer of resources between MRL Branches
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| Provide quality customer service to all customers. | * Ensure the provision of quality customer service, including reference and information services, readers’ advisory, reservations, Inter-Library Loans [ILL], and provide instruction relating to the library catalogue, library databases, and other online and electronic resources.
* Actively seek and respond to customer feedback, including positive and constructive input, to improve service delivery and customer satisfaction.
* Sound working knowledge of all library collections
* Process overdue and reserved resources
* Ensure the application of correct fees and charges
* Ensure that all reasonable criticism of the library’s services are acknowledged and that significant complaints are promptly referred to the supervisor.
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| Assist and support the delivery of quality library services and programs. | * As directed, assist with and support the following –
* Implementation of the Branch component of the MRL Marketing Plan
* Young People’s services, including school holiday programs and additional events
* Coordination of the Home Library Service and contribute to the biennial review of the service
* Delivery of tech help/online services training sessions
* Coordination of the Document Delivery Service [ILL]
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| Undertake the end processing of Branch resources. | * Undertake end processing of new material
* Repair of resources as required
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| To ensure the undertaking of all required administrative tasks. | * As directed, coordinate the provision of Dubbo Branch stores' requirements
* As required, ensure the reconciliation of the cash handling of the Dubbo Branch takings, adhering to the cash handling procedures
* As required, ensure that library statistics are provided by due date
* Ensure adherence to the weekly delivery box process
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| Participate and contribute to an effective and productive team and assist in any other matters as requested.  | * Contribute to the effectiveness of the team through productive personal behavior
* Take personal accountability for one's own development.
* To encourage and maintain good staff relations and teamwork across the library’s regional service.
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| **Inherent Requirements of the Position** |
| * Working With Children Check
* Class C Driver's Licence
* Current First Aid Certificate
* This position requires a pre-employment health assessment
* As directed by the Supervisor, act as the Team Leader on a rostered basis or as required.
* The position is part of the seven-day circulation desk roster and includes working Saturdays and Sundays on a rotational basis.
* A large majority of this role is customer service-based at the circulation desk, using computers/electronic systems, thus an inherent requirement of this position is the ability to complete sustained periods of work standing or sitting at a desk, utilising computers/electronic systems or other office-based equipment
* This position is required to wear an MRL identification badge when working in the Branch and at public events
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| **Selection Criteria**  |
| **Essential** |
| 1. Higher School Certificate or equivalent
2. Proficient computer skills and information services knowledge
3. High-level customer service skills and experience
4. Demonstrated ability to work as part of a team successfully
5. Excellent interpersonal and communication skills
6. Interest in the provision of library programs and services
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| **Desirable** |
| 1. Previous library experience
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| **Organisation Wide Accountabilities**  |
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| Corporate Values | **Creating Community for Today and Tomorrow**All employees have a responsibility to uphold the values of Dubbo Regional Council being: * **Progressive**
	+ Be Curious, Courageous And Committed
* **Sustainable**
	+ Balanced Approach To Growth & Opportunity
* **One Team**
	+ Working Together
* **Integrity**
* Accountable For Our Actions
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| Work Health and Safety | All employees are responsible for the Work Health and Safety (WHS) for Dubbo Regional Council and their duties include:* Complying with Council’s WHS policies and procedures
* Working with due diligence and consideration to safeguard their own health and safety and the health and safety of others
* Reporting any potential hazards, incidents or injuries to their Supervisor or Human Resource Services within 48 hours
* Participating in any WHS consultation arrangements
* Complying with any Return to Work Plan if injured and supporting rehabilitation in the workplace
* Correctly using all personal protective equipment
* Complying with emergency and evacuation procedures and site rules if applicable
* The Chief Executive Officer, Directors (Officers), Managers and On-Site Supervisors have additional responsibilities as defined in the Dubbo Regional Council Work Health and Safety and Consultation Policy
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| Sustainability | Staff will give equal priority to improving and enhancing the Council’s economic, social, and environmental outcomes by integrating sustainability into all decision-making processes. This includes continuously increasing efficiencies, reducing resource use, implementing sustainable procurement, maintaining service levels, and protecting our natural assets. All staff are expected to demonstrate awareness and participation in sustainable work practices. |
| Code of Conduct and Equal Employment Opportunity | Staff will, at all times, adhere to:* Council’s adopted Code of Conduct.
* Council’s Anti-Discrimination, Harassment and Equal Employment Opportunity Policy to foster a fair and equitable workplace free of illegal discrimination, harassment and bullying behaviour.
* Council’s Child Safe Standards Policy
* Adhere to and sign Child Safe Conduct Standards Acknowledgement
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| **Acceptance:**  |
| I, \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ confirm I have read and understood the Position Description. As the incumbent of this position, I agree to work in accordance with the requirements of the position and will abide by Dubbo Regional Council’s policies and procedures.I understand this Position Description is designed to guide the responsibilities and activities to be undertaken in this position and is not intended to be an exhaustive list. I acknowledge that the organisation, in response to changing priorities, may vary tasks and responsibilities from time to time. |
| Signature: | Date: |