



Position Description – Casual Library Assistant

Division	Engaged Community
Portfolio	Community Connections
Business Unit	Libraries
Level	2
Reports To	Team Leader Community Experience
Prescribed Position	Yes

Position Objective

The Casual Library Assistant contributes to delivering an innovative frontline customer experience that's effortless, delivered with care and exceeds our customers' expectations. As an agile member of the Community Experience team, the Casual Library Assistant supports a wide range of innovative services and activities that meet the diverse needs of the community, strengthen community capacity, and ensures that our libraries remain a valued and integral part of people's lives.

The primary objective of a Casual Library Assistant is to assist and support library operations with the flexibility, agility, and adaptability uniquely suited to a casual role, ensuring exceptional service delivery to our community while accommodating various scheduling needs.

Key Responsibilities

- To work as part of a multi skilled and dynamic team, providing a professional and exemplary frontline customer experience across libraries in the One Card consortium environment.
- Contribute to the creation of safe, welcoming, and inclusive spaces where community members feel a sense of belonging and are eager to engage with library resources, services, and programs.
- Effectively address customer concerns or issues and proactively seek solutions to improve the overall customer experience.
- Support the effective delivery of library programs, customer engagement, outreach and collection management related activities.

- Assist with the day-to-day operations of the facilities including maintenance activities, room/space bookings, event bookings and other services.
- Comply with financial processes in accordance with Council procedures.
- Undertake accurate library payment duties, in accordance with established and documented processes and procedures, complying with financial processes in accordance with Council procedures.
- Embed the City of Charles Sturt's Community Development Framework and support the delivery of key initiatives aligned to the Community Connections Portfolio.
- Embrace emerging technologies and assist community with digital technology, troubleshooting and tools.
- Contribute to a culture of continuous improvement, performance, and accountability.
- Positively contribute to our constructive culture by living our values which guide decision making and delivery of outcomes for our community.
- Actively deliver an innovative customer experience that's effortless, delivered with care and exceeds our customers' expectations.
- Responsible for being actively involved in the identification and management of the day to day risks of their activities and projects.
- Take reasonable care for your own and others health and wellbeing in accordance with the Work Health & Safety Act 2012 and with Council's Work Health & Safety Managements Systems.
- Take relevant actions in accordance with Legislative requirements under the Children's Protection Act 1993 Section 8A and Council's Children and Vulnerable Persons Policy.

Selection Criteria

Skills

- Passionate about working with and for the community.
- A strong customer service focus with the ability to identify opportunities to deliver value-added customer service.
- Well-developed time management skills, with the ability to problem-solve and use initiative to create solutions.
- Demonstrated written, interpersonal, and verbal communication skills including active listening, displaying empathy and understanding.
- Ability to communicate effectively with a culturally diverse customer base.
- Ability to work well in a team environment and positively contribute to the dynamics of that team including supporting I team members to achieve team goals.
- Strong work ethic with the ability to work under general direction.

- Ability to respond and adapt to a changing environment to ensure libraries remain responsive to changing community dynamics.
- Use of library technology including online resources and databases.
- Ability and interest in learning and using current and emerging technologies.
- Ability to contribute to a culture of innovation and continuous improvement in service delivery.
- Intermediate computing skills including knowledge of the Microsoft Office Suite and Microsoft Edge are required.
- Use of corporate technology including electronic document management, finance, customer requests, event booking, facility management and the intranet.
- Demonstrated understanding and enthusiasm for the direction of the Community Connections Portfolio and the broader organisation.
- Demonstrated behaviour consistent with the organisational values.

Knowledge

- Understanding of the role and purpose of a public library.
- Sound knowledge of the One Card Consortium environment.
- Working knowledge of contemporary library operations and services.

Experience

- Experience working in a library.
- Experience in delivering exceptional customer service outcomes.
- Experience in actively participating and making valuable contributions within a high performing team.
- Experience supporting staff and customers in the use of technologies.

Qualifications & Requirements

A tertiary qualification in library, information management, community development or related field and/or commensurate demonstrated experience in lieu of formal qualifications	Essential
Car Licence	Essential
Child Safe Environments training	Essential
Working with Children Check (WWCC)	Essential