

POSITION DESCRIPTION

Position Title:	Library Assistant (PN 5565)		
Position Type:	Permanent Part-time		
Department:	Community Partnerships		
Date Approved:			
Hours per week:	19.5	Award Classification:	Band 2, Level 1
FTE	1	Salary Classification	Grade 3

Position Purpose

The Library Assistant plays a vital role in supporting the delivery of high-quality library services. This position involves assisting customers with their inquiries, managing library resources, and contributing to the overall functionality of library operations. The Kempsey Shire Library service adheres to the guidelines of the State Library of NSW and strives to provide an environment where users can fulfill their educational, informational, and recreational needs.

Key Accountabilities

- Resolve customer queries / complaints / suggestions
- Maintain quality library services including issuing and returning of loans, shelving and tidying of material, holds system, customer queries and membership
- Utilise library resources and emerging technologies to engage and assist customers in the use of technology
- Perform a variety of administrative and associated tasks to support the library service
- Undertake shifts as rostered, including Saturdays

Additional Duties may include:

- Collection management tasks such as monitoring, processing and cataloguing resources
- Support the coordination of home library services.
- Assist and support the promotion and delivery of library programs, resources and services to the community, both in-house and at community events.
- Assist with Inter Library Loans duties.
- May be required to act as a relief library driver using the Library van or alike.
- May be required to present children and young adult activities.
- Other duties as directed by the Team Leader Library.

Core Competencies (Knowledge Skills and Experience)

Essential

- Higher School Certificate or equivalent - desirable
- Class C Driver's License
- Current Working with Children Check or ability to obtain

Desirable

- Armed Holdup training
- Dealing with difficult people training
- Difficult conversations training
- Mental Health First Aid training

Note: All licenses/tickets stated in the position description must be current/valid during the duration of your employment. Should there be a change in status it is the employee's responsibility to notify Council as soon as practicable.

Skills & Experience

- Demonstrated recent experience in customer service role and preferably library services.
- Enthusiasm and awareness of the role of public libraries in the community
- Interest in the provision of library services to children, young adults and adults
- Previous experience with administrative, database or record management.
- Microsoft Office skills
- Excellent verbal and written communication
- Demonstrated ability to work well in a team
- Competent in the use of mobile technologies

Values

Kempsey Shire Council's values are at the core of our work. It is expected that your conduct will reflect Council values, and your commitment to these values will be central to your successful performance as an employee.

CARING Values

COLLABORATION

ACCOUNTABILITY

RESPECT

INTEGRITY

NURTURING

CARING FOR OUR COMMUNITY

CARING FOR OUR TEAM MATES

CARING FOR OUR ENVIRONMENT

CARING FOR OUR FUTURE IN THE SHIRE

KEMPSEY SHIRE COUNCIL – WE CARE

GROWTH

Supervision Received

This role reports to the Team Leader Library.

Supervision Exercised

NIL

Position Description Endorsement

Learning and Development

Position Description reviewed and approved by:

People and Culture Representative:	
Position Title:	Learning and Development Officer
Date:	August 2026

People and Culture

Position Description reviewed and approved by:

People and Culture Representative:	
Position Title:	People and Culture Advisor
Date:	August 2026

Role Authorisation

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Role Acceptance

I have read and understood the content of the Position Description for my role. I will undertake the responsibilities and behaviour required of me and expect to be held accountable for work performed in accordance with this role.

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