

Job Description

*The following corporate values and behaviours underpin the working environment at Campbelltown Council and assist us in delivering our vision:
Respect, Integrity, Teamwork, Leadership, Customer Focus*

1. **Job Title** **Library Assistant (Casual)**
2. **Reports to** **Team Leader Library Customer Service**
2. **Classification Level** **Level 1**
3. **Department/Section** **Community Connections**
4. **Objectives**
 - As a member of the library team, the Library Assistant is responsible for the provision of customer service both at the circulation desk and in the Toy Library, contributing to the efficient operation of the library service.
5. **Job Requirements**
 - 5.1 *Skills/Knowledge*
 - Possess good numeracy, literacy, verbal and written communication skills.
 - Ability to communicate and interact with a wide variety of people.
 - Ability to take direction and use initiative.
 - Contributes effectively to a team environment.
 - Possess good digital literacy and information technology skills.
 - Excellent customer service skills.
 - Knowledge of the SA Public Library Network.
 - Knowledge of library practices.
 - Knowledge of automated library management systems.
 - An interest and awareness of literature/books.
 - 5.2 *Experience and/or Qualifications*

Essential

 - Previous experience in a customer service role, preferably in a public library environment.
 - Current/valid Working with Children Check or willingness to obtain one.
6. **Key Responsibilities**
 - Provide quality customer service in the toy library and at the circulation desk including reference enquiries, digital literacy, circulation duties, shelving, cash handling and Eftpos transactions.
 - Assist customers with the use of all library technologies including the use of OPAC's, self-service technologies, wireless access, online bookings, printing, scanning, photocopying, e-books, e-magazines and online resources.
 - Provide assistance or relieve in the workroom, as required.
 - Provide support for library programs on an as needs basis.

- Understand, comply and demonstrate commitment to Council's Workplace Health & Safety, Equal Employment Opportunity Policy and other related policies and procedures.
- This role is a mandated position, ensure compliance with the Children and Vulnerable Persons Safety Policy at all times.

7. Organisational Relationships

- Other Stakeholders: General Managers; Managers; other Council staff; Elected Members; consultants; government organisations; and members of the public.

8. Performance/Skill Standards

- Demonstrate commitment to organisational values at all times.

9. Special Conditions

- Nil.

10. Work Health Safety

In relation to WHS (Work Health Safety), workers are responsible and accountable for:

- Taking reasonable care for his or her own health and safety.
- Taking reasonable care that his or her acts or omissions do not adversely affect the health and safety of other persons.
- Complying, so far as the worker is reasonably able, with any reasonable instruction that is given by the person conducting the business or undertaking, to allow the person to comply with the WHS Act.
- Cooperate with any reasonable policy or procedure of the person conducting the business or undertaking, relating to health or safety at the workplace that has been notified to workers.
- Complying with Council's WHS & Injury Management Program Policy and Procedures, which includes taking reasonable care to protect the health and safety of both themselves and others in the workplace.
- Participating in activities associated with the management of workplace health and safety including training.
- Identifying and reporting health and safety risks, accidents, incidents, injuries, property damage and mishaps at the workplace.
- Correctly using all appropriate equipment provided and adhering to instructions issued to protect the health and safety of the staff member and others in the workplace.

11. Council Policies, Procedures and relevant legislation

- Comply with Council's Risk Management Policy and Risk Management Framework to protect the interests of residents and the general public.
- Understand and comply with Council's policies and procedures at all times (including but not limited to Equal Employment Opportunity, Code of Conduct for Employees etc).

- The incumbent is responsible and accountable for adequately managing the official records he/she creates and receives according to relevant legislation, policies and procedures.

12. Continuous Improvement Initiatives

- Commitment and contribution to Council's Continuous Improvement Initiatives.

13. Confidentiality Clause

Security and confidentiality is a matter of concern for all persons who have access to information systems. Each person accessing City of Campbelltown documents and resources holds a position of trust relative to this information and must recognise the responsibilities entrusted in preserving the security and confidentiality of this information. Therefore, all persons who are authorised to create or access documents and resources must read and comply with the following standard.

- Respect the privacy and rules governing the use of any information accessible through the information management system or network and only utilise information necessary for the performance of my work duties.
- Respect the procedures established to manage the use of information management and systems.
- Not seek personal benefit or permit others to benefit personally by any confidential information or use of equipment available through my job position.
- Not access, exhibit or divulge the contents of any records or report except to fulfill work duties.
- Not knowingly include or cause to be included, or exclude or cause to be excluded, in any records or report, an inaccurate or misleading entry.
- Ensure that documents and resources accessed through the information management system containing sensitive and/or confidential employee information will only be disclosed to those authorised to receive it.
- Not release my logon or password to anyone else or allow anyone else to access or alter information under my identity.
- Understand that all access to the system will be audited regularly.

Persons breaching this standard either during or after serving as an employee of the City of Campbelltown, may be subject to penalties, including disciplinary action and dismissal.

By signing this, I agree that I have read, understand and will comply with these requirements.

Present Occupant:..... Date Appointed:.....

Manager:..... Date:.....