



POSITION DESCRIPTION

LIBRARY ASSISTANT POSITION NUMBER - 2019

PURPOSE OF POSITION

The Library Assistant supports the delivery of engaging library programs, community outreach initiatives, and customer service activities that promote lifelong learning, literacy, creativity, and community connection. The role works collaboratively with library staff, community groups, schools, and partner organisations to develop and deliver programs that meet the diverse needs of the community while contributing to the day-to-day operation of the library.

REPORTING RELATIONSHIPS

This role reports to the Library Manager

CONDITIONS OF EMPLOYMENT

This is a permanent part-time position and subject to the current Local Government (State) Award.

This position is classified in council's salary system as a Grade 5

HOURS OF WORK

24 hours per week

Wednesday 9:30am – 1:30pm

Thursday and Friday 9:00am – 5:30pm

Saturday 9:00am – 1:00pm

POLICIES AND PROCEDURES

The employee who occupies this position must comply with Council's Code of Conduct and all other policies and procedures.

DELEGATION OF AUTHORITY

This position has no delegation of authority

KEY ACCOUNTABILITIES

Within the areas of responsibilities, this role is required to:

Programming and Events

- Assist in the development, promotion, delivery, and evaluation of innovative library programs and events that meet community needs and support library strategic objectives.
- Facilitate activities such as storytime, school holiday programs, workshops, digital literacy sessions, and community events.
- Prepare program materials, equipment, and spaces.
- Monitor attendance and contribute to program evaluation.

Community Outreach

- Develop positive relationships with schools, community organisations, and local stakeholders.
- Participate in outreach activities promoting library services.
- Represent the library at community events and festivals.
- Support engagement activities for diverse community groups.

Customer Service

- Provide welcoming and inclusive customer service.
- Assist customers with borrowing, returns, memberships, and enquiries.
- Respond to customer requests for reference information and readers' advisory service.
- Support access to digital services and technology.

Administrative Support

- Maintain program records, statistics, and reports.
- Assist with bookings, registrations, and event logistics.
- Contribute to marketing and social media content.

This is not an exhaustive list of duties, and the job holder may be required to undertake other duties that are within the limits of the employee's skill, competence and training.

SELECTION CRITERIA

Essential

- Demonstrated customer service skills with the ability to provide welcoming, responsive, and high-quality service to a diverse range of library users, creating positive and memorable customer experiences.
- Experience assisting with library programs, events, community activities, or customer engagement initiatives.
- Previous experience working in a public library environment, including circulation, shelving, collection maintenance, and customer enquiries
- Well-developed interpersonal, verbal, and written communication skills, with the ability to interact professionally and positively with people from diverse backgrounds, ages, and abilities.
- Proven ability to work cooperatively and effectively as part of a team
- Current Working with Children Check or willingness to obtain
- Current C class

Desirable

- Certificate IV in Library and Information Services or a related qualification.

CAMERA SURVEILLANCE AND GPS TRACKING

Camera surveillance has been installed in and on Council owned buildings and in some public spaces within the Council area. GPS tracking has been, or may be, installed in Council owned plant. Camera surveillance and GPS tracking is continuous and ongoing.



Name & Signature

Date