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**POSITION NAME:** LIBRARY ASSISTANT - CASUAL

**SECTION:** LIBRARY

**DIRECTORATE:** BUSINESS SERVICES

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**1. REMUNERATION**

Grade 6 of the Griffith City Council Salary System

**2. REPORTING STRUCTURE**

**a) Directly responsible to:**

Joint Library Managers  
Library People & Programs Team Leader

**b) Positions directly reporting to this position:**

Nil

**3. PURPOSE**

To provide a proactive, efficient, courteous customer service and library experience to a diverse range of people.

**4. RELATIONSHIPS**

The following are examples of relationships that it is anticipated the position will have:

**Internal**

- Fellow Library staff
- Other Council staff
- Volunteers

**External**

- Library customers
- Suppliers

## **5. CORPORATE ACCOUNTABILITIES AND RESPONSIBILITIES**

### **Policies and Procedures**

- Comply with Local Government State Award
- Comply with Council's Code of Conduct, Policies and Procedures at all times
- Maintain organisational confidentiality
- Comply with the requirements of Anti-Discrimination legislation, including Equal Employment Opportunity and all legislative requirements relevant to the position

### **Customer and Community Relations**

- Ensure an efficient, courteous and professional service to internal and external customers at all times
- Present a positive image of Council at all times

### **Work, Health and Safety**

- Ensure all work is performed in accordance with requirements of Work, Health and Safety policies, procedures and legislation
- Report all incidents, hazards and risks to the immediate supervisor
- Maintain and use personal protective and safety equipment as applicable to the role
- Actively participate in Work, Health and Safety activities

### **Teamwork**

- Actively participate as a member of the relevant Council section and department
- Promote and maintain harmonious relationships in the workplace

### **Record Keeping**

- Ensure accurate and timely record keeping in accordance with Council's requirements

### **Training and Development**

- Actively participate in Council's training and development programs as required

### **Continuous Improvement and Innovation**

- Promote the development of more efficient work practices

### **Environment**

- Consider the protection of the environment when undertaking all Council activities

### **General**

- Perform other duties as required consistent with the level of competencies of the position
- Ensure efficient and appropriate use of Council resources when carrying out work
- Accomplish tasks while working under limited / minimum supervision

## **6. PRINCIPLE ACCOUNTABILITIES**

- Support Library Management to deliver a quality public information service, providing accurate and timely information
- Assist with provision of programs which enhance literacy, lifelong learning, social inclusion and wellbeing
- Assist the community to access online information

## **7. KEY DUTIES**

- Provide a high level of customer service and communicate efficiently and sensitively with customers by:
  - Quickly identifying customers' needs to provide accurate and reliable services, information and resources in a timely manner.
  - Attending to customers impartially and courteously being sensitive to individual characteristics, needs and diversity.
  - Using a range of reference tools and resources to answer customer enquiries
- Assist customers with the use of library facilities; borrower registration, material selection, reference enquiries and computer use;
- Operate Library Management software;
- Ensure that library building and resources are maintained in an orderly condition, including the shelving of library stock;
- Operate the facility with minimal, or at times of extended trading hours, no senior supervision;
- Accurately undertake various administrative tasks including: cash handling, reconciliation of daily takings, petty cash, raising of invoices and purchasing of supplies;
- To deliver organised programs that advocate literacy and social inclusion eg seniors events and youth week;
- Ensure the Library is secured and any maintenance issues are reported to the Library Managers;
- Ensure awareness of customer safety and safety procedures are followed;
- Ensure proper opening and closing procedures are adhered to;
- Provide technical support for computer applications and equipment;

## **8. COMPULSORY REQUIREMENTS OF THE POSITION**

- This position is considered "Child Related Employment" and the successful candidate will be required to undertake a working with children check and achieve a satisfactory outcome.
- The successful candidate will be required to undertake a pre-employment functional assessment and achieve a satisfactory outcome (Category 2)

## **9. KEY SELECTION CRITERIA**

### **ESSENTIAL**

- Provide a current Working With Children Check Clearance Number for validation
- Higher School Certificate or relevant experience in customer service and/or library operations;
- Demonstrated quality customer service skills
- Demonstrated computer knowledge
- Demonstrated organisational skills and the ability to prioritise and meet deadlines with minimum supervision.
- Demonstrated basic cash handling skills;
- Demonstrated accurate record keeping skills;

## DESIRABLE

- Demonstrated experience in public library operations
- Qualifications in Library Information Services
- Knowledge of popular literature

## 10. CRITICAL PHYSICAL FACTORS

Described below are the critical physical factors (CPF) associated with this role. The CPF are an indication of the types of duties expected of an employee fulfilling this role. Employees and candidates should be aware that they may be required to perform tasks up to and including these CPF as an inherent requirement of their employment.

### KEY

I ..... Infrequent: exposure to the physical factor two – three times a year on average  
 O ..... Occasional: exposure to the physical factor less than twice a week on average  
 F ..... Frequent: exposure to the physical factor 3 - 4 times a week on average  
 C ..... Constant: exposure to the physical factor more than 5 times a week on average  
 R ..... Repetitive: exposure to the physical factor multiple times in an hour  
 S ..... Seasonal: Activity involves seasonal variations  
 N/A ..... Not Applicable  
 ≡ ..... Winter  
 \* ..... Summer

Demands	Description	I	O	F	C	R	S	NA
<b>Physical Demands of Job Tasks</b>								
Kneeling/Squatting	Tasks involve flexion/bending at the knees and ankle, possibly at the waist in order to work at low levels			X				
Leg/Foot Movement	Tasks involve use of the leg and or foot to operate machinery							X
Hand/Arm Movement	Tasks involve use of hands/arms - e.g. stacking, reaching, typing, mopping, sweeping, sorting, and inspecting.				X			
Bending/Twisting	Tasks involve forward or backward bending or twisting at the waist.		X					
Standing	Tasks involve standing in an upright position without moving about				X			
Driving	Tasks involve operating any motor powered vehicle	X						
	Tasks involve driving vehicle on unsealed roads.							X
Sitting	Tasks involve remaining in a seated position during task performance					X		
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended.		X					
Walking/Running	Tasks involve walking or running on even surfaces					X		
	Tasks involve walking on uneven surfaces							X
	Tasks involve walking up and / or down slopes							X

<b>Demands</b>	<b>Description</b>	<b>I</b>	<b>O</b>	<b>F</b>	<b>C</b>	<b>R</b>	<b>S</b>	<b>NA</b>
	Tasks involve walking whilst pushing/pulling objects				X			
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees, onto plant		X					
	Tasks involve climbing over or under machinery							X
Working at heights	Tasks involve making use of ladders, foot stools, scaffolding, etc. anything where the person stands on an object other than the ground.		X					
Lifting/Carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms				X			
	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands/arms for more than one hour at a time - e.g. whipper snipper.							X
	1. Light lifting/carrying (0-9 Kg)				X			
	2. Moderate lifting/carrying (10-15 Kg)							X
	3. Heavy lifting/carrying (16 Kg and above)							X
Restraining	Tasks involve restraining animals / objects							X
Pushing/Pulling	Tasks involve pushing/pulling hand powered objects away from or towards the body. Also includes striking or jerking. - e.g. hammer, hoe.							X
	Tasks involve pushing/pulling powered objects away from or towards the body. Also includes striking or jerking. - e.g. chainsaw, whipper snipper, jackhammer, drills, grinders.							X
Grasping	Tasks involve gripping, holding, clasping with fingers or hands.							X
Manual Dexterity	Tasks involve fine finger movements - i.e. keyboard operation, writing, tightening a nut.					X		
<b>Sensory Demands of Job Tasks</b>								
Sight	Tasks involve use of eyes (sight) as an integral part of task performance - i.e. looking at screen/keyboard in computer operation, working in dark environment, etc.					X		
Hearing	Tasks involve working in a noisy area - e.g. boiler room, kitchen, workshop and/or operation of noisy machinery/equipment							X
Smell	Tasks involve the use of the smell senses as an integral part of the task performance - e.g. working with chemicals							X
<b>Exposure to Chemical Hazards</b>								
Dust	Tasks involve working with dust - e.g. sawdust							X
Gases	Tasks involve working with gases							X

<b>Demands</b>	<b>Description</b>	<b>I</b>	<b>O</b>	<b>F</b>	<b>C</b>	<b>R</b>	<b>S</b>	<b>NA</b>
Fumes	Tasks involve working with fumes - i.e., which may cause problems to health if inhaled.							X
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made with skin - e.g. dermatitis							X
<b>Working Environment</b>								
Temperature	Tasks involve working in temperature extremes and exposure to outdoor elements - e.g. working in a cool room, working outdoors, boiler room							X
Confined Spaces	Tasks involve working in confined spaces which may affect individuals with claustrophobia							X

## 11. AUTHORITY TO ACT

Delegations set out in the Council's delegation register or made by the General Manager.

## 12. AMENDMENT TO THIS POSITION DESCRIPTION

This position description may be amended from time-to-time and any changes will be communicated in writing.

Position Description reviewed: March, 2012

Job Evaluation Assessment Date: 4/12/2012

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**I accept the requirements of the position description and I can deliver its required outputs.**

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(print name)

.....  
(signed)

.....  
(date)