

Role Description

Library Technician



Title	Library Technician
Classification/Grade/Band	Band 2 Level 1
Group/Unit/Section	Community and Recreation Services / Libraries and Education / Libraries
Reports to	Team Leader Library Branches

Vision

A vibrant organisation doing great things.

Purpose

To provide valuable services that strengthen and support the Central Coast Community.

Values

Decisions, actions and behaviours are governed by our Corporate Values; Be Safe, Serve, Collaborate, Improve, Be Your Best and Be Positive. All employees have a responsibility to uphold and champion these values.

Primary Role Statement

In contributing to the overarching vision and purpose, the role of Library Technician is responsible for the provision of high quality customer service to Library users and effective completion of administrative functions associated with the position to meet the Central Coast Council (CCC) objective of making the Region a place of continual learning.

The position of Library Technician is required to provide quality customer service and create value for the community.

Key Duties and Responsibilities

- Provide effective and efficient library assistance at CCC's Branch Libraries to meet business, educational, informational and recreational needs of the community;



- Effectively manage and respond to complaints and enquiries to the satisfaction of all parties concerned and/or referral to the appropriate staff member where required;
- Provide leadership and guidance to others and have some responsibility for the output of others and daily library operations including security and branch operating hours;
- Assist patrons in the use of the electronic catalogue and other Library resources;
- Accurately receipt and reconcile payments for Library transactions;
- Prepare and deliver reader advisory and children's programs which support learning in a fun and relaxed environment and provide effective reader assistance through reference interviews and select appropriate resources for housebound Library users;
- Prepare effective promotional material and visual displays to promote library resources and service to support literacy development at every life stage;
- Perform any other duties, tasks or projects the employer may assign, having regard to the incumbent's skills, training and experience.

Authority and Accountability

- Take care of your own health and safety and that of others. Comply with any reasonable instructions and apply Council's Safe Systems of Work consistent with the Responsibilities, Authorities and Accountabilities of your role;
- Decisions are either guided by practices, procedures and precedent or made in consultation with the immediate supervisor;
- Decisions affect the work and activities of others within the work group or team;
- The work of the Library Technician influences the community within a specified service line through the application of technical skill or application of regulatory requirements;
- The Library Technician complies with operational requirements in cooperation with or under the supervision of other employees. Other employees or members of the public may be affected by the employee's acts or omissions;



- Has little or no responsibility for budget development;
- Look for ways to save costs. Be conscious of budget constraints and be aware of cost implications of own actions within own work area.

Personal Attributes

- Be adaptable, flexible and focused when dealing with change;
- Represent Council honestly, ethically, professionally and lead by example;
- Be committed to achieving work goals and maintains motivation when tasks are challenging and actively seek feedback from colleagues and stakeholders;
- Be responsive to the input of others and works to understand their perspectives.

Interpersonal Skills

- Listen to others and asks appropriate, respectful questions and adapts behaviour accordingly;
- Support and promote a culture of quality customer service identify and respond quickly and provides solutions to meet customers' needs;
- Build a supportive and cooperative team environment, share information and learning across teams and solve issues and challenges in collaboration with others;
- Respond to conflict without inflaming the situation and knows when to refer to a supervisor for assistance and/ or withdraw from a conflict situation.

Business Enablers and Technical Skills

- Complete tasks to agreed budgets, timeframes and standards without guidance and contribute to the allocation of responsibilities and resources to ensure achievement of team goals;
- Understand the team/ unit objectives and responds proactively to changing circumstances and adjust plans and schedules when necessary;
- Identify issues that may impact on task completion and provides appropriate solutions;
- Understand delegations and act within authority levels;



- Exercise fiscally responsible behaviour and remain up to date with financial delegation processes;
- Support system improvement initiatives and embrace new technologies.

Team Work

- Recognise and acknowledge individual/ team performance;
- Monitor and use resources responsibly to achieve team objectives;
- Interact positively with team and supervise activities by scheduling, evaluating workflow, and ensuring consistent levels of service across the branch when required;
- Accommodate changing priorities and respond flexibly to uncertainty and ambiguity.

QUALIFICATIONS

Essential

- Diploma of Library and Information Services, or related field OR demonstrated solid contemporary experience in a similar role combined with ongoing professional development;
- Current working with Children Check (or willingness to obtain).

Desirable

- Current Class C Driver's Licence;
- Justice of the Peace.

EXPERIENCE

- Demonstrated knowledge of Library and Information Services or Customer Service Concepts and principles;
- Knowledge of cash handling and balancing techniques; proficient in the use of computers and software applications;



- Demonstrated experience and ability to communicate effectively verbally and in writing, with staff and the public, using a variety of media;
- Demonstrated ability to build effective relationships with staff and stakeholders including the ability to effectively resolve conflicts;
- Strong customer service ethos and a demonstrated customer-centric approach to service provision.

DESIRABLE

- Local Government Experience.

Key Relationships

Internal	External
Section Managers/Team Leaders	Members of the Public/residents/ratepayers
Other Council employees (not including direct reports)	Commercial/industrial/development representatives (e.g. Vendors, builders, clients)
	Community Organisations – service clubs etc.
	Local Business

