

POSITION TITLE	Library Assistant (Casual)
DEPARTMENT	Corporate & Community Services
GROUP	Customer & Community Services
LOCATION	Various Library Branches Throughout the Shire
CLASSIFICATION / LEVEL	LGOA Level 1
REPORTS TO	Supervisor Mareeba Library & Collections

Department Summary

The Corporate and Community Services Department ensures an integrated approach to the delivery of internal organisational services and the provision of external services of Council to the community.

Department business units include:

- Finance
- Customer & Community Services
- Information Systems & Governance
- Human Resources
- Planning & Building Services

Position Summary

The casual Library Assistant provides relief and additional support for our library branches throughout the Shire and may be required to work at libraries located in Mareeba, Kuranda and Dimbulah.

The casual Library Assistant provides library users with customer service, support to utilise reader and reference services and basic assistance in the use of technology and also assists library staff with administration tasks and the development and delivery of library programs and activities.

Key Responsibilities

- Deliver effective and efficient customer service by dealing with customers in a timely, friendly and efficient manner in accordance with the Customer First ethic
- Contribute to the accessibility of library resources by assisting customers with the use of existing and future technologies and actively promoting physical and online resources to enrich the customer service experience
- Assist with the administrative tasks of the branch and technical tasks associated with resource management
- Contribute to the development, compilation and maintenance of library resources, services and displays to appeal to a variety of customers
- Assist with the delivery of library programs and activities that enthusiastically promote reading, literacy and life-long learning skills to increase education in the community
- Maintain clear and timely communication with library branch supervisors regarding availability and rostered shifts
- Other reasonable duties as directed from time to time

Skills & Knowledge

- Sound level of written and oral communication skills
- Demonstrated ability to work well within a team environment and autonomously
- Demonstrated ability to communicate effectively with others
- High-level customer service skills
- Demonstrated computer literacy and knowledge of current library technologies and practices
- Competent in the use of computer programs and internet research skills

Qualifications and Experience

Essential (Mandatory for the Position)

- Current Queensland C class driver's licence
- Current Working with Children blue card or eligibility to obtain prior to commencement
- Demonstrated experience working in a customer service field

Desirable

- Previous experience working in a library environment
- Knowledge of current library technologies and practices
- Certificate II Library Studies (or higher)

Environmental Obligations

All employees have a legal obligation to comply with environmental legislation and must comply with any Environmental Authority issued to Council to carry out activities. Clause 4.2.5 of the Employee Code of Conduct provides further detail on employee and supervisor compliance requirements.

Work Health and Safety Obligations

All employees have a legal obligation to comply with WHS legislation. Employees must work in accordance with the Council Safety Management System – SAFE PLAN - and comply with the WHS Responsibility Statement relevant to their position - see Schedule S3 attached.

Employees may be required, at Council's discretion, to undertake First Aid Officer, Fire Warden and other Work Health and Safety related functions and roles in accordance with their WHS responsibilities as outlined in the Statement attached in Schedule 3. When employees are required to perform these functions and roles, Council will provide relevant training.

SCHEDULE S3
WHS RESPONSIBILITY STATEMENT

Workers

All employees have a legal obligation to comply with WHS legislation, the Council WHS Management System (SAFE PLAN), WHS policies, procedures and work instructions. These operate to ensure the health and safety of employees, contractors, visitors, volunteers, the public and the environment.

The following responsibilities apply to all employees, including permanent, part-time and casual employees:

1. Ensuring you keep up to date and comply with WHS legislation and SAFE PLAN (WHS Plan) and participate in the completion of Monthly Action Plans (MAPs)
2. Performing all work and associated functions in a safe manner
3. Complying with WHS policies, procedures, reasonable written or verbal work instructions issued by Council or its officers
4. Correctly using and maintaining all personal protective clothing and equipment supplied by Council
5. Identifying hazards, conducting risk assessments, and taking corrective action to eliminate hazards where possible in the workplace, and/or to report hazards and risks in accordance with WHS procedures
6. Establishing and maintaining a high standard of housekeeping and cleanliness within individual work areas and on Council property generally
7. Reporting and assisting with the investigation of all incidents in the workplace, including minor injuries, near misses and property damage as requested
8. Attending relevant toolbox, team talks or specific training organised by Council
9. Identifying the location of first aid treatment centres, fire protection facilities and evacuation procedures in the work area
10. Support safety in the workplace by undertaking First Aid Officer, Fire Warden and other WHS related functions in your workplace
11. Working in a manner that will not endanger you, other employees or the public
12. Cooperate with any reasonable instruction given by Council officers
13. Report any safety concerns to your supervisor
14. Ensuring compliance with National Heavy Vehicle legislative requirements relevant of this position

I have read and understand the above Position Description and WHS Responsibility Statement (S3)					
INCUMBENT NAME		SIGNATURE		DATE	
SUPERVISOR NAME		SIGNATURE		DATE	

Last Review Date: 23 September 2025