

Position Title	Team Member Library
Department	Community Services
Division	
Unit	Community & Cultural Services
Team	Branch Library
Supervises	nil
Reports To	Team Leader Library
Grade	D
Date Prepared	7/11/2019
Date Last Updated	3/09/2026

Our Vision & Values: A leading organisation that collaborates & innovates



We are committed to **safety**



We work as one **team**



We act with **integrity**



We care about our **customers**



We **continuously improve**

Primary Purpose of Position

Participate in day-to-day activities and operations of the library team to meet customer requirements and promote library services to the community.

This position will participate in the library's staff rotation scheme, which provides staff with opportunities to work in other teams and locations including evening shifts within the City of Canterbury Bankstown Library Service. Library staff are required to wear uniform, which will be provided.

Accountabilities

- Provide high quality customer focussed and professional service, and help maintain a positive Library environment.
- Assist and deliver library programs and activities and promote library services and resources to the community.
- Support the team in managing day-to-day library operations in all library service delivery.
- Liaise with relevant teams in the provision of information service to customers.
- Attend staff meetings and training sessions in order to ensure current professional awareness.
- Adaptability and flexibility to accommodate change in continual improvement of processes by identifying issues and recommending solutions.
- Actively participate in the development and implementation of the team's business plan.
- Assist with the maintenance of library collections to ensure the collections are relevant to community needs.
- Contribute to the meeting of targets and deadlines, cost estimates and budget objectives for the team.
- Ensure all paperwork i.e. timesheet, leave form etc. is completed correctly and submitted when required.
- Actively participate Workplace Health and Safety practices.
- Apply the principles of Equal Employment Opportunity, Cultural diversity and ethical practices so that staff and customers are treated fairly and have equal access to information and services.

Position capabilities and level

Below is the full list of capabilities and the level required for this position. The capabilities in bold are the focus capabilities for this position. Refer to the next section for further information about the focus capabilities.

Capability Profile – Council Officer		
Capability Group	Capability Name	Level
 Personal Character	Lead Self	Adept
	Display Resilience	Intermediate
	Act with Integrity	Adept
	Safety and Accountability	Intermediate
 Relationships	Communicate and Engage	Intermediate
	Customer and Community Focus	Adept
	Work Collaboratively	Adept
	Influence and Negotiate	Intermediate
 Results	Plan and Prioritise	Intermediate
	Think and Solve Problems	Intermediate
	Innovate and Improve	Intermediate
	Deliver Results	Intermediate
 Resources	Finance	Intermediate
	Assets and Tools	Intermediate
	Technology and Information	Intermediate
	Procurement and Contracts	Intermediate
 People Leadership	Manage and Develop People	N/A
	Inspire Direction and Purpose	N/A
	Optimise Workforce Contribution	N/A
	Lead and Manage Change	N/A

Focus Capabilities

The focus capabilities for the position are those judged to be most important at the time of recruiting to the position. That is, the ones that must be met at least satisfactory level for a candidate to be suitable for appointment.

CBCity Capability Framework - Focus Capabilities

Group & Capability	Level	Behavioural Indicators
Personal Character		
Display Resilience	Intermediate	• Adapts quickly to changed priorities and organisational settings • Welcomes new ideas and ways of working • Stays calm and focused in difficult situations • Perseveres through challenges • Offers own opinion and raises challenging
Relationships		
Work Collaboratively	Adept	• Contributes to a culture of respect and understanding in the organisation • Creates an atmosphere of trust and mutual respect within the team • Builds cooperation and overcomes barriers to sharing across teams/ units • Relates well to people at all levels and develops respectful working relationships across the organisation • Identifies opportunities to work together with other teams/units • Acts as a resource for other teams/units on complex or technical matters
Results		
Plan and Prioritise	Intermediate	• Participates constructively in unit planning and goal setting • Helps plan and allocate work tasks in line with team/project objectives • Checks progress against schedules • Identifies and escalates issues impacting on ability to meet schedules • Provides feedback to inform future planning and work schedules
Resources		
Technology and Information	Intermediate	• Shows confidence in using core office software and other computer applications • Makes effective use of records, information and knowledge management systems • Supports the introduction of new technologies to improve efficiency and effectiveness

* Focus Capabilities are those judged to be the most important at the time of recruiting to the position. The mix of “focus” capabilities can change over time, reflecting changing work priorities and current team strengths.

Delegations

Decisions associated with this position are to be made in accordance with the Delegations of Authority (Policy186) approved by the Chief Executive Officer.

Code of Conduct

All staff are required to adhere to the Code of Conduct (CP25).

Work Health & Safety

All staff are required to adhere to Council's WHS&E Responsibilities and Authorities document (REF229) and associated policies and procedures.

Records Management

All staff are required to comply with Council's Records and Information Management policies, procedures and guidelines.

Fraud & Corruption Prevention

All staff must familiarise themselves with Council's policies, systems and procedures that are in place to guard against the risk of fraud and corruption. This includes behaving ethically at all times, and actively identifying and reporting any suspected fraud and corruption.

Qualifications and Experience

Essential Qualifications

- Eligible for membership of Australian Library and Information Association or experience relevant to the duties stated.
- Working with Children Check

Essential Experience

- Demonstrated strong commitment to delivering quality customer service in a cross-cultural customer service environment.
- Demonstrated ability to communicate effectively with members of the public business unit customers, team members and partners.
- Excellent written and spoken English.
- Demonstrated ability in negotiation and conflict resolution skills.
- Demonstrated ability to prioritise own workload and carry out instruction with minimal supervision.
- Demonstrated ability to work independently and collaboratively with the team members, provide a positive, professional and cooperative approach when working with others.
- Demonstrated ability to deliver programs and activities.
- Demonstrated ability to participate in the review of policies and procedures.
- Demonstrated ability to contribute to the team's business plan.
- Demonstrated ability in computer skills (MS office application) and online database skills.

Desirable Qualifications and or Experience

- Experience working in public library.
- Ability to speak language other than English.
- Knowledge of the Canterbury Bankstown community, and the function of local government and the role of public library.
- Class C licence.

HUMAN RESOURCES USE (SELECT YES OR NO)	YES	NO
Does this position fall under the definition of child related employment?	☒	☐
Does this position require incumbent to undergo criminal reference check?	☐	☒
Does this position require incumbent to demonstrate good driving Licence class required: C Class Drivers Licence	☐	☒
Will incumbent need to make disclosure of pecuniary interest?	☒	☐
Could there be a conflict of interest with secondary employment?	☒	☐
Does this position have an inherently high risk for fraud and corruption?	☐	☒