



Library Assistant POSITION DESCRIPTION

Position Number:	2791	Position Status:	Casual
Portfolio:	Communities and Environment	Classification:	QLGIA (Stream A) Level 2
Business Unit:	Community and Cultural Services	Reports To:	Coordinator Libraries
Team:	Libraries	Revised:	April 2026

Human Resource Delegation:	Nil	Financial Delegation:	Nil
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General Position Statement:

This position supports Council's direction by being responsible for providing quality customer outcomes through assistance with the circulation of library items and related tasks and answering customer queries in a professional, efficient, and confidential manner.

Specific Responsibilities:

This position has the following responsibilities:

1. Provide quality customer service in person and via the telephone.
2. Undertake accurate circulation of library resources and effective performance of related tasks.
3. Assist customers with basic resource location and use of machines and technology.
4. Resolve simple customer problems in relation to overdue items, claims returned, and lost items.
5. Shelf library resources accurately, neatly, and efficiently, both alphabetically and numerically (including to extended decimal places).
6. Undertake accurate and efficient handling of cash, phone enquiries, bookings, and/or other administrative duties as required in the library environment.
7. Assist professional staff in the preparation and/or delivery of library programmes, if required.
8. Act as a role model for Council's values and behaviours at all times and display a high level of professional and ethical conduct.
9. Ensure a safe, healthy and inclusive work environment by complying with workplace health and safety legislation, Council's WHS Responsibility Statements and relevant policies and procedures.
10. Maintain clear and accurate records that support effective service delivery and reflect Council's commitment to transparency and good governance.





11. Refer matters that may impact upon the business, Council and employees to the relevant Supervisor or Manager.
12. Undertake other relevant duties as directed, consistent with skills, competence and training.

Position Requirements:

Skills/Competencies

1. Good communication (verbal and written) and interpersonal skills relevant to the position and strongly focused on the provision of quality customer service to a diverse client base.
2. The ability to effectively operate in a multi-faceted unit where multi-tasking is often required to achieve team outcomes.
3. Ability to effectively operate Council's computer systems, including the library management software, online library mobile applications and websites, and the Microsoft Office Suite.
4. Assist in planning, preparing, and conducting library activities and programmes for adults, children, and youth.
5. Previous experience working in libraries and/or familiarity with automated library systems will be highly regarded.

Mandatory Qualifications, Licences and Experience

1. This position falls under the definition of regulated employment in the *Working with Children (Risk Management and Screening) Act 2000* and as such, persons seeking engagement in this position must undergo criminal history screening under the blue card system administered by the Queensland Government.
2. Possess and maintain a current motor vehicle driver licence.

Desirable Qualifications, Licences and Experience

1. Certificate II / III in Library Services is desirable.

Actions

1. **Values and Behaviours** – Behaviour aligned with Council's Values and Behaviours.
2. **Customer Service** – Focus on our customer/s needs.
3. **Code of Conduct** – Behaviour aligned with Council's Code of Conduct.
4. **Safety** – Carry out your duties in a safe manner.
5. **Project Management** – Commit to Council's Project Management ethos.
6. **Human Rights** – Respect, protect and promote human rights in your decision-making and actions.

Physical Requirements

1. Ability to work in a library environment.
2. Ability to legally operate a motor vehicle under a "C" Class Licence.
3. Availability to work weekend shifts as required for the library roster.
4. Ability to work at different sites in accordance with the library roster.





5. Ability to complete a satisfactory Functional Capacity Evaluation.
6. Provision of a satisfactory Criminal History Check - Police Certificate (Australia Wide Name Only Police Check).
7. During the course of normal duties the incumbent may be required to perform:
 - (a) constant dynamic standing/walking;
 - (b) frequent bilateral forward reaching;
 - (c) carrying and handling;
 - (d) repetitive movements and occasional sustained bending and stooped positions;
 - (e) working in awkward postures, and occasionally in restricted spaces; and
 - (f) constant static and dynamic balance.
8. Physical demand requirements of the position are in accordance with Library Assistant Job Dictionary.

Delegations and Authorisations:

Financial, Administrative, and Human Resource Management Delegations may be applicable to this position and are detailed in the Delegations Corporate Register.

Legislative Sub-Delegations, and Authorisations may also be applicable to this position and are detailed in the external public registers. Both registers are available on Council's Knowledge Library.





TEAMWORK

- We are one Council, working seamlessly across the organisation to deliver the best outcomes for our community.
- We involve others to design solutions and inform decisions.
- We openly share knowledge and information.
- We care about each other and ask for, and accept, support when needed.
- We resolve issues and conflicting priorities in an open and constructive way.



COMMUNITY

- We are one community and make decisions with our whole community in mind.
- We engage with and listen to our community to understand their needs.
- We support our community to develop resilience and sustainability.
- We effectively and efficiently deliver high quality products and services.
- We respond quickly and constructively.



ACCOUNTABILITY

- We own our actions, successes and failures, and ensure we implement lessons learned.
- We take personal responsibility for everyone's safety.
- We manage and use Council's resources effectively and efficiently.
- We make and communicate decisions and rationale in a timely and inclusive manner and act with transparency.
- We are diligent in delivering on our commitments, and communicating issues early.



POTENTIAL

- We focus on being the best we can be and in-turn inspire others.
- We will be open to change and will pursue opportunities.
- We will continually seek to improve how we do things and build upon each other's ideas.
- We make time to seek and provide feedback to support each other.
- We encourage and support innovation and initiative.



POSITIVITY

- We inquire with curiosity, actively listen to others and are open to new perspectives.
- We approach issues looking for solutions.
- We remain calm and respectful when working through difficult situations.
- We focus on being open and adaptable.
- We invest in our physical and mental wellbeing.



Library Assistant

SELECTION CRITERIA

Position Number:	2791	Position Status:	Casual
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Business Unit:	Community & Cultural Services	Reports To:	Coordinator Libraries
Team:	Libraries	Revised:	April 2026

Please address each of the selection criteria below in your application:

1. Mandatory Qualifications and Licences
 - Ability to obtain and maintain a current Blue Card in accordance with the *Working with Children (Risk Management and Screening) Act 2000*.
 - Possess and maintain a current motor vehicle driver licence.
2. Demonstrated ability to provide high-quality customer service to a diverse community, including responding to enquiries in a professional, courteous, and efficient manner in a public or customer-facing environment.
3. Experience working in a library or similar environment, or demonstrated ability to accurately circulate resources, shelve materials correctly, and assist customers with basic information retrieval and use of library technologies.
4. Ability to use computer systems effectively, including Microsoft Office and willingness to learn library management systems, online catalogues, mobile applications, and other technology relevant to library services.
5. Demonstrated ability to work collaboratively as part of a team, act ethically and professionally at all times, model organisational values and behaviours.

Suggested approaches to addressing selection criteria include:

Responses should be relevant and directly relate to the selection criteria.
Responses are generally no longer than one page per selection criteria.

You may like to take in account;

- Situation – Describe the situation you were in, including where it occurred and what the relevant environment was.
- Task – Describe the event/task that required resolution, what was required of you.
- Action – Describe what actions you took; how did you resolve the problem.
- Result – What was the outcome and how did your actions contribute to a positive result.

Use actual examples of what you have done that are relevant to each selection criteria. Include how well you did it, what you achieved, and how it relates to the requirements of this role.