

UPPER LACHLAN SHIRE COUNCIL



INFORMATION PACKAGE FOR THE POSITION OF LIBRARY ASSISTANT – PART TIME GUNNING

CONTENTS

1. Employment Application Procedures
2. Employment Application Form
3. Position Description
4. General Employment Information

UPPER LACHLAN SHIRE COUNCIL



EMPLOYMENT APPLICATION PROCEDURES

Part 1

UPPER LACHLAN COUNCIL EMPLOYMENT APPLICATION PROCEDURES

Dear Applicant,

Thank you for your interest in **Library Assistant – Part Time Gunning** position with Council that was recently advertised. Council normally receives a large number of applications each time a vacancy is advertised. In order to assist in processing the applications a basic application form has been developed, **(which all applicants are required to complete)**. In completing the application form, applicants are requested to follow the instructions as below.

Part A. Personal Details

Please complete all the details and provide a telephone number so that Council may contact you during working hours, should you be successful in gaining an interview.

Part B. Qualifications and Experience (Essential Criteria)

Please complete this section. You are required to demonstrate how you meet each **essential criteria** as outlined in the position description on page 14.

If the essential criteria can be demonstrated by providing written documentation such as tertiary qualifications or current position description, you should attach copies to the application. Where essential criteria cannot be demonstrated by written evidence, you are required to explain how you meet the criteria.

Part C. Qualifications and Experience (Desirable Criteria)

In this section you are required to explain how your experience, knowledge, skills or qualification meet the desirable criteria on page 14. In this case, supporting documents, i.e. certificates, job description etc. may also be supplied if necessary. If the position description does not specify desirable criteria, then leave this section blank.

If there is not sufficient room on the application form to complete Parts B and C, please attach additional pages. However Parts B and C must be completed on the application form. Merely writing, “please see the attached resume” or similar will not be sufficient, failure to address the essential and desirable criteria will result in the application not being considered.

Part D. EDUCATION

Please complete all details and provide copies only of results achieved. **Do not send originals.**

Part E. REFEREES

Please provide current details, including correct telephone numbers and names of people (referees) who may be contacted in regard to your education, work performance and employment history (if any).

Part F. TRAINING / PROFESSIONAL DEVELOPMENT

Please provide details, supported where appropriate with copies of certificates, of training and professional development courses completed.

Applicants are encouraged to submit their resume with the application. **Do not attach any original documents, as they may not necessarily be returned.**

INTERVIEWS

Interviews will be held in the near future at the Upper Lachlan Council Chambers, Crookwell and applicants successful in obtaining an interview will be contacted by telephone.

Applicants unsuccessful in obtaining an interview will be advised in writing after an appointment has been made. Unsuccessful applicants are encouraged to seek constructive comment and feedback on why their application was unsuccessful.

EQUAL EMPLOYMENT OPPORTUNITY

Upper Lachlan Council is an Equal Employment Opportunity (EEO) employer and promotes a smoke free work environment.

FURTHER INFORMATION

An information package on any of these positions may be obtained by contacting the undersigned. Applications for the position close 4.00pm Tuesday 18th August 2020.

Yours faithfully

Kevin Nopare Kara

Kevin N Kara
Human Resource Coordinator
kkara@upperlachlan.nsw.gov.au

P O Box 10
CROOKWELL NSW 2583
48301000

UPPER LACHLAN SHIRE COUNCIL



EMPLOYMENT APPLICATION FORM

Part 2

**UPPER LACHLAN COUNCIL EMPLOYMENT APPLICATION
FOR THE POSITION
OF
LIBRARY ASSISTANT – PART TIME GUNNING**

PART A – PERSONAL DETAILS

Mr./Mrs./Miss/Ms

Surname: Given Names:

Address:
.....

Telephone: Work: Home:

Mobile:

E-mail Address:

Drivers Licence Class:

Envelope to be addressed to; General Manager
Upper Lachlan Shire Council
PO Box 42
GUNNING NSW 2581

And endorsed: Application – **Library Assistant – Part Time Gunning**

PART B – ESSENTIAL CRITERIA

Please demonstrate how your experience, skills, knowledge and qualifications meet **each of the essential criteria** as stated in the position description. You may support your application by attaching a Personal Resume that will expand upon this information. Additional sheets may be added if required.

PART C – DESIRABLE CRITERIA

Please explain how your experience, skills, knowledge and qualifications meet **each of the desirable criteria** as stated in the position description. Additional sheets may be added if required.

PART D – EDUCATION

School/TAFE/University	Standard /Course	Yr Completed

PART E - REFEREES

Referee	Address	Telephone

PART F – TRAINING / PROFESSIONAL DEVELOPMENT COURSES

Course	Provider	Yr. Completed

UPPER LACHLAN SHIRE COUNCIL



POSITION DESCRIPTION
FOR
LIBRARY ASSISTANT – PART TIME GUNNING

Part 3



Upper Lachlan Shire Council

Position Description

PN ADF 29

Position:	Library Officer Permanent Part Time
Division:	Finance & Administration Services
Reports To:	Library Manager
Incumbent:	Vacant
Salary Range:	Grade: 3 Step: Min

CONDITIONS

In accordance with Local Government State Award as amended from time to time, Industrial Agreements and Council's Policies, Practices and Procedures as amended from time to time.

Hours:	Up to 29 ½ hours a fortnight, one to two Saturday shifts a month and as required some additional hours to relief other library staff
Travel:	Not Applicable
Flexible Hours:	Not Applicable

Note: This position is based at Crookwell and Gunning Libraries

POSITION OBJECTIVES

- ↪ To provide quality customer service and technical services support for the users of Gunning and Crookwell Libraries in order to meet their educational, information, cultural and recreational needs.
- ↪ To assist with all aspects of resource circulation including reader's advisory, and attending to general enquiries arising from the loan and return of library resources.
- ↪ To assist in promotional events and activities, as required.
- ↪ To work in a team environment to provide effective services to Council and its customers.
- ↪ Working alone as required.
- ↪ To ensure work is completed accurately and on time.
- ↪ To maintain a spirit of goodwill to all customers, individuals and organisations within the community.
- ↪ To promote the image of Council as both effective and courteous.

KEY TASKS

Circulation and information operations

- ↪ Operate the library's circulation and information desk in accordance with documented policies and procedures.
- ↪ Assist in selection of materials for housebound services.
- ↪ Perform a range of library tasks, including processing, cataloguing and accessioning books and serials, stocktaking, preparing display materials, using circulation systems, general photocopying, laminating of materials, and related clerical and administrative tasks.
- ↪ Re-shelve, shelf check and tidy library resources.
- ↪ Any other duties that may be reasonably determined from time to time by the Manager of Library Services.

Customer-focussed service

- ↪ Provide a service which meets the needs of the customers to the standards required by the Upper Lachlan Shire Library Service, and within available resources.
- ↪ Assist customers with their reading requirements through reader's advisory techniques.
- ↪ Assist and instruct customers in the use of electronic devices (like iPads, tablets, smart phones, e-readers etc) and library equipment (computers, printers, photocopiers, scanning and connecting to Wi-Fi), including registering and using online digital collection platforms, using online research and readers advisory databases, searching the Internet and troubleshooting issues.
- ↪ Assist in providing information and digital literacy classes as required.
- ↪ Assist customers in the use of information technology and library equipment.
- ↪ Assist with the promotion of library services and resources including the preparation of displays of items for loan.
- ↪ Assist with the preparation and running of Story time, as required.

Technical Services

- ↪ Undertake the end processing and repair of library materials in accordance with documented policies and procedures.
- ↪ Under the direction of the Library Manager participate in collection management and development initiatives including acquisitions and weeding.
- ↪ Undertake the basic cataloguing of serials, generic paperbacks and donations in accordance with documented policies and procedures.

Communication Skills

- ↪ Undertake the basic cataloguing of serials, generic paperbacks and donations in accordance with documented policies and procedures.

- ↵ Written and oral communication skills are used effectively to promote and explain library services, resources and activities to customers.
- ↵ If customer requests are too complex, refer these requests to appropriate library staff.
- ↵ Work within a team environment being aware of demands on the team and willing to step in to assist as required.
- ↵ Apply excellent interpersonal skills and conflict resolution techniques to deal with difficult customers.

POSITION PARAMETERS:

Authority and Accountability

- ↵ To be accountable for own actions/ work
- ↵ To be responsible for regularly occurring tasks (guidance available)
- ↵ To be responsible for the care and maintenance of work area.
- ↵ Responsible for quality of work function.

Judgement and Problem Solving

- ↵ To use judgement in determining procedures and resources by following set policies and procedures
- ↵ To look for improvements in processes to increase efficiency in the Job
- ↵ To apply judgement in prioritising allocated tasks.
- ↵ Option on how to approach tasks requires interpretation of problems and may involve precise judgement in operational areas.
- ↵ Skills in assessing situations and in determining processes, tools and solutions to problems. Guidance is available.

Specialist Knowledge and Skills

- ↵ To have knowledge in relevant information technology, including library management systems and online information tools.
- ↵ Cash handling skills with excellent attention to detail.
- ↵ To have knowledge of, Privacy Legislation, WH&S and EEO Principles.
- ↵ Job specific skills and knowledge would normally be gained through on-the-job training and experience. Short courses may be completed at TAFE.

Management Skills

- ↵ To react positively to workplace reform and changed priorities.
- ↵ Ability to prioritise workflows and workload demands.
- ↵ To promote the image of Council and the Library Service.

- ↵ Supervisory skills in the communication of instructions, training and the checking of work may be required.

Interpersonal Skills

- ↵ To liaise with the public in a courteous manner to achieve satisfactory solutions to problems and promote Council's image.
- ↵ To be able to apply communication, negotiating and interpersonal skills.
- ↵ To be self-motivated and results orientated.
- ↵ Skills are required to convince and explain specific points of view or information to others and to reconcile differences between parties.
- ↵ Efficient and effective communication skills with all stake holders in the library.

Qualifications and Experience

Essential

- ↵ To hold current formal qualifications of:
 - HSC or equivalent
 - Drivers Licence Class C.
- ↵ A strong commitment to delivering a high quality customer service to both internal and external customers.
- ↵ Recent experience in cash handling and receipting with excellent attention to detail.
- ↵ Demonstrated excellent interpersonal skills with strong conflict resolution skills and the ability to deal with difficult customers.
- ↵ Demonstrated well developed verbal and written communication skills.
- ↵ Computer literacy with an ability to record and retrieve information and provide customer service using computer technology.
- ↵ Well-developed organisational skills with the ability to plan, organise and prioritise tasks.
- ↵ Proven ability to work on a one-alone basis.
- ↵ Commitment to equal employment opportunity, work health & safety, risk management, environmental protection and ethical conduct principles.

Desirable

- ↵ Knowledge of automated library systems and information technology, Microsoft Word and Publisher.
- ↵ Working knowledge of library operations.

PHYSICAL FACTORS

Summary of all Physical Requirements of the Job

- ↪ Constant sitting
- ↪ Constant static bending of the hips/spine
- ↪ Constant reaching forward
- ↪ Constant gripping and fine motor
- ↪ Occasional lifting of up to 15kg
- ↪ Occasional walking around the office
- ↪ Eye sight must be appropriate for computer use and reading, however 20:20 vision is not required and the wearing of glasses is appropriate.

Inherent Physical Requirements of the Job

- ↪ Ability to sit for long periods.
- ↪ Sufficient eyesight

Cognitive Requirements of the Job

- ↪ Forward planning.
- ↪ Analytical skills.
- ↪ Problem solving.
- ↪ Numerical skills.
- ↪ Accuracy and attention to detail.
- ↪ Ability to work independently.
- ↪ Stress management skills.
- ↪ Communication skills: verbal, written.
- ↪ Organisation skills.
- ↪ Occasional management of aggressive behaviour.

WORK HEALTH & SAFETY OBLIGATIONS

- ↪ To assist Council supervisors and managers in identifying hazards at the workplace
- ↪ To participate in the assessment of the risks associated with the identified hazards
- ↪ Be aware of and follow the Council's adopted risk management procedures when undertaking tasks and projects
- ↪ Follow the reasonable directions of supervisors and managers
- ↪ Not to interfere with or misuse any device or equipment that has been provided as part of a risk control measure
- ↪ Report as soon as practical and without delay to supervisors any matter that relates to hazard identification or risk assessment that affects the Council's capacity to ensure a safe and healthy workplace
- ↪ Report as soon as practical and without undue delay any adopted matter that indicates that the risk management procedures are inadequate to control a risk
- ↪ Report as soon as practical and without undue delay to supervisors any incidents or near misses that relate to work health and safety
- ↪ In the event of a non-disturbance accident not to disturb or interfere with the accident scene other than to; rescue a person from the scene of the incident; or, take such steps as are necessary to prevent further harm to employees; or, render the scene of the accident safe for the purpose of inspection and if required WorkCover investigation
- ↪ If requested respond and render assistance to any person who is working at a Council workplace who is suffering injury or illness

Council recognises the important contribution that employees make to ensure a safe and healthy workplace. Individual employees are required to:

- ↪ Cooperate with Council as far as necessary to assist Council to comply with the statutory obligations under the WH&S Act 2011 and the WH&S Regulations
- ↪ Report immediately any unsafe work practices to their supervisors
- ↪ Report immediately any unsafe workplace condition that could place employees and other persons at risk
- ↪ At all times follow the adopted risk management procedures

ORGANISATION ENVIRONMENT – (FINANCE & ADMINISTRATION SERVICES)

The Division within Council's operations is responsible for providing effective administrative support through contemporary procedures, policies & practices and to promote continuous improvement and achieve customer satisfaction.

The position of Library Officer is primarily engaged in the provision of library services to the Upper Lachlan Shire and regional area.

The employee must be able to work in a team environment. As Council has limited resources, from time to time it will be necessary for the employee to carry out duties which are not the usual duties undertaken by a Library Officer. This will include duties that are within the limits of the employees' skill, competence and training.

The employee shall be mindful of the need to be positive and courteous to the public often at time of mutual stress.

TRAINING

To comply with essential training requirements as may be provided for within Council's Training Plan, attend seminars/ courses deemed necessary by Council to enhance/ maintain knowledge of contemporary practices and become conversant with Council policy matters. A training plan will be developed and reviewed each year with the performance/ competency assessment for the position holder.

ANNUAL REVIEW

Each position holder shall be reviewed annually, at the discretion of the employee, to assess performance, training needs and to identify significant changes (if any) in the position description.

SALARY PROGRESSION CRITERIA – POSITION: LIBRARY OFFICER

MINIMUM / ENTRY LEVEL FOR POSITION

The position holder will be required to possess essential skills that are necessary to undertake the basic requirements of the position.

The assessment of these skills will be on the basis of the application submitted in respect of the position and the known experience and qualifications of the applicant. Such information will be assessed against the defined tasks and parameters for the position.

STEP 1

Skills will be required to undertake all essential requirements of the position and the acquisition/application of local and Council specific knowledge and operating procedures. The emphasis at this level will be placed on the demonstrated application of the skills and knowledge required of the position in terms of the specific work environment, policies/procedures/practices, etc.

Assessment of these skills will be based on the experience/qualifications of the position holder and their **ability to apply skills** defined in the position parameters.

The employee will be assessed against the following criteria:

- ↪ Daily transactions, including all areas of circulation are completed accurately.
- ↪ Ability to handle cash transactions accurately, in accordance with library procedures.
- ↪ Ability to effectively use the classification systems used by the library.
- ↪ Ability to respond to basic reference enquiries.
- ↪ Ability to effectively use the library catalogue and on-line information tools.
- ↪ Demonstrated ability to deal with customers courteously.
- ↪ Ability to promote the services supplied by the Upper Lachlan Shire Library Service to the Community.
- ↪ Knowledge of WH&S principles and procedures.
- ↪ Effective promotion of Council's image.

STEP 2

Will require the achievement of Step 1 and competency assessment in all of the following core level competencies:

- ↪ Accept responsibility for and manage own tasks, effectively prioritising workflows and workloads.
- ↪ Ability to assist in the preparation and delivery of library activities for customers
- ↪ Ability to set up thematic displays of resources for loan, including signage.

- ↵ Ability to assist customers with the use of all library resources, on-line facilities and complex library equipment.
- ↵ Ability to deal with customer complaints and handle difficult customers.
- ↵ Ability to assist with the Home Library Service including promotion.
- ↵ Contribute to management of WH&S and the identification of WH&S issues.
- ↵ Work positively with others in the organisation and contribute to a team environment.

STEP 3

Requires the achievement of all skills of Step 2 and competency assessment in all of the following functional competencies

- ↵ Ability to update library catalogue records.
- ↵ Ability to set up displays for special events.
- ↵ Ability to assist with stock selection.
- ↵ Ability to effectively participate in user education, both individually and as part of customer training sessions.
- ↵ Demonstrate a sound understanding of the Library operations.
- ↵ To assist in the identification of Library needs in the Organisation.
- ↵ To seek improvement and innovation in your work practices for the organisations betterment.

STEP 4

Following achievement of skills in Step 3 the position holder will be able to be assessed on the following organisational competencies: -

- ↵ Ability to prepare and deliver activities for library customers, completely unassisted
- ↵ Ability to instruct and supervise trainees and volunteers in routine library procedures
- ↵ Ability to update library catalogue records and add regularly received items to the catalogue.
- ↵ Meets the requirements of the position description.
- ↵ Maintains effective work practices.
- ↵ Quality and quantity of work regularly meets requirements.
- ↵ Determines whether work is within the scope of responsibilities/duties.

Maximum Step For The Position

To achieve this level the position holder must consistently show that they apply skills, competencies or expertise additional to that required for the position i.e. the employee provides superior knowledge and skill to the position. This step will be achieved by the attainment of agreed training/qualifications, efficiency and productivity achieved, innovative project and continuous work improvement over an extended period of time. This step will be

subject of determination by the respective Director and will be subject of definition on the achievement of Step 4 by the position holder.

CERTIFICATION AND ACKNOWLEDGEMENT OF CONTENT ABOVE
(This is both a certification and acknowledgment of the position as described by the position holder and the position holders' supervisor.)

(Signature of Supervisor)

(Signature of Position Holder)

Date:

Date:

UPPER LACHLAN SHIRE COUNCIL



GENERAL EMPLOYMENT INFORMATION

Part 4

INDEX

1. PRE-EMPLOYMENT MEDICAL EXAMINATION
2. HOURS OF WORK
3. PAY ARRANGEMENTS
4. UNION MEMBERSHIP
5. PICNIC DAY
6. ANNUAL LEAVE
7. SICK LEAVE
8. CARER'S LEAVE
9. LONG SERVICE LEAVE
10. BEREAVEMENT LEAVE
11. PARENTAL LEAVE
12. INTERVIEW EXPENSES
13. REMOVALIST EXPENSES
14. TELEPHONE
15. VEHICLE LEASEBACK
16. SUPPERANNUATION
17. SOCIAL CLUB
18. WORKING ENVIRONMENT
19. COUNCIL STRUCTURE
20. MANAGEMENT STRUCTURE

1. PRE-EMPLOYMENT MEDICAL EXAMINATION

As part of Council's employment policy, all new employees are required to satisfactorily complete a medical examination undertaken by a practicing medical officer of the employee's choice and at Council's expense. The results of the medical examination shall be kept confidential. The purpose of the medical examination is not to determine the success or otherwise of the applicant's employment, and is in the interest of the prevention of industrial injury and to identify any existing injury or incapacity.

2. HOURS OF WORK

The majority of Council's salaried staff works a 9-day fortnight of 70 hours per pay period. Council's wages staff works a 9-day fortnight of 76 hours per pay period.

3. PAY ARRANGEMENTS.

Employees are paid on a fortnightly basis with the pay being deposited directly into an account nominated by the employee.

4. UNION MEMBERSHIP

Membership of a relevant union or professional association is optional. Membership subscriptions for unions and or professional associations can be deducted from the employee's salary.

5. PICNIC DAY

A picnic day is generally held in November each year. It is an Award provision and a paid day for employees who are financial member of a union. Attendance at the picnic is encouraged and usually consists of some form of organised sporting activity for which a small charge is normally levied to pay for food and activities.

6. ANNUAL LEAVE.

Twenty (20) days annual leave is granted to all full time employees in accordance with award provisions and employees are encouraged to take their accrued annual leave entitlements each year on the anniversary of their employment.

7. SICK LEAVE

Fifteen (15) days sick leave is granted each year in accordance with award provisions. Sick leave not taken is accrued indefinitely, however cannot be taken as a cash payment on retirement or resignation.

8. CARER'S LEAVE

Unlimited carer's leave may be taken from employee's sick leave entitlement for the purpose of caring for sick relatives.

9. LONG SERVICE LEAVE

Employees are entitled to 13 weeks long service leave after 10 years of service. On reaching 15 years long service a further 6.5 weeks is accrued with 2.2 weeks being for each year of service thereafter.

10. BEREAVEMENT LEAVE

Employees are granted up to two (2) days in the event of the death of a close relative.

11. PARENTAL LEAVE

Maternity leave is available to employees who have been employed continuously by Council for 12 months. The maximum period of absence is 53 weeks and this includes all forms of leave used in conjunction with maternity leave.

12. INTERVIEW EXPENSES

Council will pay reasonable travelling and out of pocket expenses to applicants attending an interview for the position. Should an applicant be offered the position and the applicant declines it, the applicant will not be paid travelling or out of pocket expenses.

13. REMOVALIST EXPENSES

Council does not normally pay removalist expenses unless they are negotiated with the applicant and or are an Award conditions

14. TELEPHONE

Should Council require the position holder to be contactable for out of hour's emergencies and Council business, Council will pay the rental for the telephone and any calls associated with Council business. In such cases Council may require the after hours contact number to be listed in Council's section of the telephone directory.

15. VEHICLE LEASE BACK

Council has a lease back policy for private use of vehicles outside normal working hours for nominated positions and with the employee being responsible for a sedan or utility vehicle. Lease back of the vehicle is by concurrence of the respective Division director.

16. SUPERANNUATION

Superannuation is available to employees through their current or any approved fund of the employee's choice. Council also pays occupational superannuation on the employee's behalf.

17. SOCIAL CLUB

A Social Club is available for employees. A small weekly contribution via the payroll is made which mainly covers the cost a Christmas and similar function for employees and their partners.

18. WORKING ENVIRONMENT

Council promotes a smoke free working environment for the general health of employees, and is an Equal Employment Opportunity (EEO) employer.

19. COUNCIL STRUCTURE

Council is comprised of 9 elected Councillors and Ordinary Councils meetings are held every 3rd Thursday of the month, commencing at 9.30am. Council has a number of Committees including Finance, Works and Plant, Planning, Noxious Weeds, Community Services, Landscape and Traffic. Committee meetings are held the 2nd Thursday of the month, commencing at 9.30am. The General Manager, Directors and some specialist staff are required to attend Council meetings

20. MANAGEMENT STRUCTURE

Council's management structure consists of a general manager and a director responsible for each of the three divisions. The management structure as below.

General Manager

Executive Assistant

Works & Operations Department

Director of Infrastructure

Manager of Assets & Design

Manager of Infrastructure Delivery

Manager of Projects

Coordinator WHS & Environment Compliance

Finance & Administration Department

Director of Finance & Administration

Manager of Finance & Administration

Manager of Library Services

Manager of Tourism

Human Resource Coordinator

Environmental & Planning Department

Director of Planning & Environmental Services

Manager of Environment & Planning

Manager of Compliance & Bio Security