

# COOMALIE COMMUNITY GOVERNMENT COUNCIL

## Position Description



<b>Position Title</b>	Library Assistant	
<b>Department</b>	Community Services	
<b>Direct Report</b>	Community Services Coordinator	
<b>Level</b>	Grade 3	Part Time
<b>Location</b>	Adelaide River & Batchelor Libraries	

### **POSITION OBJECTIVE**

Working within the Community Services Unit, the Library Assistant will assist the unit by overseeing the daily management of the Community Libraries whilst on shift.

The position will ensure the effective borrowing and return of books and other resources, supervision of patrons, as well as providing general assistance to patrons, including electronic devices.

### **Key Responsibilities**

- Oversee the lending and return processes for library resources, ensuring compliance with institutional procedures and maintaining accurate circulation records.
- Facilitation of library membership services, including the onboarding and support of new users.
- Processing and documentation of new materials to ensure accurate inclusion in the library's catalogue and inventory systems.
- Management of library facilities to support consistent service delivery and operational continuity.
- Provide customer service and information support through various communication channels, including phone, email, and in-person enquiries.
- Facilitate and promote library/Council resources, programs, and services to encourage active community use.
- Contribute to the management and care of library infrastructure, technology and physical spaces.
- Support library users in navigating collections, information systems, and digital resources.
- Assist in the planning and delivery of library programs, events, and activities that engage the community.
- Oversee the delivery and coordination of library and community events, ensuring effective implementation and participation.
- Provide assistance and instruction for users of library computers and resources, including navigating of the CCGC Website.
- Support the upkeep and presentation of library spaces in accordance with workplace health and safety standards.
- Promote and maintain a safe working environment by following established health and safety standards and practices.
- Undertake other duties as reasonably directed, consistent with the employee's skills, competencies and level of responsibility.

<b>VERSION 21/01/2026</b>	<b>APPROVED</b>
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### **SELECTION CRITERIA**

#### **Essential Selection Criteria**

- Relevant qualifications and/or experience in library services, administration or a comparable customer service environment.
- Proven ability to communicate clearly and professionally, both verbally and in writing, as evidenced by experience responding to public or client enquiries.
- Demonstrated experience working effectively with individuals from diverse backgrounds, cultures, and age groups in a team or community setting.
- Proven ability to manage tasks independently, meet deadlines, and show initiative in problem-solving without close supervision.
- Demonstrated computer proficiency, including intermediate to advanced use of Microsoft Office, library management systems, and digital communication tools.

#### **Desirable Selection Criteria**

- Demonstrated knowledge of the Coomalie region, including its demographics, community needs, and local services.
- Working understanding of Local Government operations, policies, or procedures, gained through prior employment, training, or relevant community involvement.
- Proven ability to identify and respond to the needs of remote or geographically isolated clientele, demonstrated through previous service delivery or outreach experience.
- Practical experience using Library Management Systems, including cataloguing, circulation and reporting functions.

#### **Mandatory Employment Criteria Requirements**

- NT Drivers Licence
- Ability to obtain a NT Police Check
- Ability to obtain a NT Ochre Card
- Ability to obtain a Senior First Aid Certificate