

Position Description

Position Title:	Library Technician – Resources
Grade:	E
Department:	Library Services
Reports to:	Collections Librarian
Direct reports:	N/A
Date:	June 2026

Position Purpose

To contribute to the delivery of an effective and efficient library service for the Penrith City Council community by providing high-quality customer service across all library branches as rostered. To contribute to the development, acquisitions, maintenance and cataloguing of all library collections as part of the Resources Team. To support daily branch operations, contribute to programs and events that promote library services and assist customers to access digital resources. To demonstrate and promote Council's values of Show Respect, Be Accountable and Encourage Innovation. This position reports to the Collections Librarian.

Key Result Areas

1. Resources

Major Actions

- Catalogue and maintain library records to RDA standards by selecting, importing and refining bibliographic data whilst ensuring accuracy and consistency.
- Ensure adherence to the Library Collection Development Guidelines.
- Contribute to the acquisition of resources for all library collections.
- Assist with collection development of all library collections.
- Assist with ongoing collection maintenance including stock take and weeding of all library collections.
- Prioritise selection and cataloguing of customer purchase requests.
- Assist with raising and processing purchase orders.
- Undertake resource processing duties, including spine labelling.

Key Result Areas

2. Library Service Team

Major Actions

- To provide circulation, information and technology advice and assistance within the Council's Libraries.
- To increase community awareness and understanding of library services, resources and facilities.
- Undertake regular contact with the public using tact and diplomacy.
- Undertake regular manual handling tasks which involve:
 1. forward bending or twisting at the waist;
 2. raising, lowering, pushing, pulling, or moving objects away from or towards the body;
 3. the use of tools, equipment for the moving of materials.
- To sort, shelve, tidy and check collections to keep them orderly, neat and accessible.
- To accurately process and receipt payments for library fees and charges.
- To assist the team to maintain a tidy and safe environment within the Council's Libraries.
- Utilise the range of library systems and equipment available within the Council's Libraries.
- Participate in outreach teams for the development of Library Services.

3. Branch

Major Actions

- Assist the Branch Librarian with the operations of the St Marys and St Clair Branch libraries.
- Maintain awareness of day-to-day branch matters, impacting customers and services.
- Assist with the library's promotional programs and events.
- Assist with branch displays and promotions.

4. Digital Literacy

Major Actions

- Support library users to effectively use digital devices to access library services.
- Support library users to effectively use the library's online resources, services and equipment.
- Effectively use Council's online systems, corporate applications and networks.

5. Customer Service

Major Actions

- Provide effective service to Council customers, internal and the community
- Accurately identify the needs of customers and take appropriate action to satisfy customer needs
- Present a positive image of Council

Key Result Areas

6. Corporate Governance and Effective Work Practices

Major Actions

- Carry out work in line with relevant legislative and statutory requirements and /or industry codes, practices and standards
- Adhere to Council's Code of Conduct, Values and relevant policies and procedures
- Take responsibility for and manage own work and contribute to a productive work environment
- Accept and contribute to workplace change
- Undertake workplace tasks as directed
- Work cooperatively with others and use positive communication techniques
- Resolve workplace conflict in line with Council policy
- Undertake recordkeeping activities in accordance with Council's Records Management business rules, procedures, policies and State Records Legislation

7. Work Health and Safety (WHS)

Major Actions

- Attend training as required
- Perform work in accordance with WHS policies and procedures
- Participate in consultative processes for the management of WHS

Qualifications, Experience and Specialist Skills & Knowledge

Essential

- Diploma of Library and Information Services [TAFE], or equivalent
- High level of interpersonal and customer service skills and experience
- Demonstrated skills in using library and RFID systems, library online resources, mobile devices and applications
- Demonstrated experience in collection development, including acquisitions and maintenance
- Demonstrated technical skills in cataloguing library resources using RDA standards
- Ability to work effectively in a busy team environment
- Driver's Licence [C class]

Desirable

- Experience working in a public library

PENRITH CITY COUNCIL CAPABILITY FRAMEWORK

Our Capability Framework provides a set of 25 capabilities, expressed as behaviours, which set out clear expectations about performance and articulates what 'good' looks like in our organisation. The capabilities are grouped into 5 clusters: 'Leading Best Self,' 'Leading Human Connection,' 'Leading Optimal Results,' 'Leading People Authentically' and 'Leading Strategic Direction.' The capabilities act like building blocks and increase in complexity from the bottom to the top, as well as from left to right, across the framework. The capabilities are shaded according to the expectation for the role, being 'Core', 'Growth', 'Assumed' or 'Not in Scope' capabilities. The cumulative nature of the capabilities under each cluster, means an employee should be able to demonstrate the behaviours required of each capability, up to and including the capability deemed 'Core' for their role. *Please note Capability Mapping is subject to change and will be reevaluated from time to time. As such, you will be notified appropriately of any changes in the future and issued with the relevant updated Capability Mapping. Employees refer to the [Capability Framework Guide](#) for the list of behavioural descriptors.*

LIBRARY TECHNICIAN – RESEARCH CAPABILITY MAPPING

LEADING BEST SELF	LEADING HUMAN CONNECTION	LEADING OPTIMAL RESULTS	LEADING PEOPLE AUTHENTICALLY	LEADING STRATEGIC DIRECTION
INNOVATING Creative thinker that finds and implements new ways of doing things	INFLUENCING Can think on their feet and persuade a group of individuals towards their ideas and thinking	LEADING PROJECTS AND CHANGE Leads projects and change initiatives, demonstrating the 'art' and 'science' of project and change management	LEADING ORGANISATIONAL CULTURE Emanates inspirational and authentic leadership, walking the talk, creating a culture of trust and leading through ambiguity	CREATING ORGANISATIONAL VISION AND STRATEGY Creates a compelling vision and strategy to meet the needs of the community both now and into the future
EMBRACING CHANGE Open to change, takes on a positive outlook and adapts well to new ways of doing things	FACILITATING DISCUSSION Confident in presenting ideas to a group, facilitating discussion and managing group dynamics	WORKING COLLABORATIVELY Actively networks, builds relationships and works with others cross-functionally and/or with a broad range of stakeholders, to drive stronger results	FOSTERING TEAM EFFECTIVENESS Builds a supportive and collaborative team environment, fosters team spirit and trust	DEMONSTRATING BUSINESS ACUMEN AND PLANNING Understands business principles and financial implications and uses this to optimise business performance and inform strategic planning
MAINTAINING COMPOSURE Stays calm under pressure and practices self-care to manage stress	DELIVERING THE 'CUSTOMER PROMISE' Dedicated to serving the customer needs, both internal and external, and other stakeholders	CONTINUOUSLY IMPROVING Committed to improving the quality, efficiency and effectiveness of work processes and projects	LEADING WITH COURAGE Confident in having difficult conversations and is able to provide constructive feedback whilst maintaining the relationship	DECISION MAKING Makes decisions which are strategic and likely to have long-term impacts
DEVELOPING SELF Committed to self-improvement, welcomes feedback, seeks learning opportunities and is self-aware	WORKING TOGETHER Team player who helps and cooperates with others	PROBLEM SOLVING Uses sound judgement and logic to solve day-to-day problems	LEADING A TEAM Leads a team to perform by delegating effectively, setting clear expectations and providing feedback on performance and behaviour	MANAGING RESOURCES Effectively manages budgets, time, costs and other resources
TAKING ACCOUNTABILITY Reliably contributes, follows policies and procedures, upholds organisational values and keeps promises	COMMUNICATING Effective communicator (verbal and written) including the use of appropriate body language	PLANNING AND ORGANISING Prioritises tasks and works in an organised way to get things done effectively	MENTORING OTHERS Mentors others to help them learn and develop	ANALYSING AND INTERPRETING Uses analytical thinking to critically evaluate information and data in order to provide meaningful insights

KEY:

ASSUMED CAPABILITY

CORE CAPABILITY

GROWTH CAPABILITY

NOT IN SCOPE