



Mobile Library Operator

Section: Community Services

Salary point: 9

Position number: PSC258, PSC259

Last updated: August 2026

Position objectives

To provide a quality Mobile Library Service through the safe and effective daily operation of a semi-articulated vehicle, providing high level customer service, and assisting in the organisation, delivery and promotion of the Port Stephens Library service.

PSC values



Respect: Creating a unique, open and trusting environment

Integrity: Being honest and taking responsibility for our actions

Teamwork: Working together as one Council to support each other

Excellence: Improving the way we work, to meet future challenges

Safety: Providing a safety focused workplace culture

Key responsibilities

- Drive and operate the Mobile Library prime mover and trailer, in a safe and effective manner, and within all legal requirements
- Plan and deliver library programs, activities and events
- Promote library programs, services and facilities to the local community
- Participate in library promotional events and activities including outreach programs and library visits for schools, pre-schools and community groups
- Maintain the vehicle in a clean, roadworthy state and undertake necessary vehicle checks and associated paperwork including reporting maintenance issues as required
- Provide a quality lending service including the issuing and return of loans; registering new members; assisting customers with requests, renewals and reservations; collecting library fees and charges; and registering, recording and amending borrower details
- Maintain library records including loan statistics, monies collected and staffing statistics

- Assist in maintaining the collection, including shelving, shelf tidying and ordering, identifying stock for weeding or mending, mending damaged stock and undertaking processing tasks
- Respond to customer enquiries regarding requests for information
- Provide assistance in the use of available equipment and technology including the Internet, library catalogue, electronic databases, photocopying and printing
- Participate in the design and development of displays
- Support and assist in the induction and training of new library staff
- Maintain an attractive, pleasant and safe environment for customers and staff
- Maintain up to date knowledge of policies, services, and procedures to ensure the provision of accurate information to customers and stakeholders

Key accountabilities

Drive and operate the Mobile Library prime mover and trailer, a significant Council asset, in a safe and effective manner (including reporting maintenance issues to Council Fleet Services). As a lone worker, demonstrate a high degree of judgement, initiative and problem solving in relation to day to day operational issues that arise. Provide a customer focused, quality library service, with a professional level of support and assistance, in helping library users with their loans, accessing resources, and providing timely and accurate information in response to customer enquiries.

Extent of authority

The Mobile Library Operator regularly works unsupervised and is responsible for contributing to the provision of a quality Mobile Library service in accordance with established procedures and processes. Tasks are performed under the general direction of the Team Leader, Mobile Library.

Judgement and decision making

Decisions are generally made within the scope of established procedures and guidelines. However, some interpretation of policies and procedures may be required.

There is a daily requirement to determine own work program within established priorities and to use a degree of initiative, judgement and problem solving in resolving minor problems or issues associated with day to day operations.

If policies, procedures or guidelines do not cover a particular situation, the incumbent may be required to use their judgement and initiative to resolve an issue or refer to the supervisor.

Skills, knowledge and capacity

Organisational

- Ensure all relevant documentation is completed on time and to required standards
- Demonstrated commitment to a customer service culture and delivery of quality service
- Commitment to continuous improvement and a willingness to embrace change
- Commitment to learning and understanding the Australian Business Excellence philosophy

- Conduct that demonstrates a commitment to Council's values of Respect, Integrity, Teamwork, Excellence and Safety
- Understanding of equity and diversity and workplace health and safety
- Willingness to work flexible hours, including evenings and Saturdays
- Commitment to be aware of and comply with Council's policies, procedures and management directives and with the Model Code of Conduct for Local Councils in New South Wales

Interpersonal

- High level customer service skills with a strong community focus
- Well-developed interpersonal skills with an ability to communicate effectively
- Demonstrated ability to participate as an effective team member and to take ownership of tasks as required
- Self-motivated with an ability to work independently
- Actively participate in risk assessments and other WHS initiatives

Qualifications and experience

- Demonstrated safe and effective operation of a prime mover and trailer and current Heavy Combination licence (HC)
- Experience in a library or other customer service environment
- Commitment to the provision of library services to children, young adults, adults and seniors
- Problem solving and time management skills with the ability to manage multiple tasks
- Proficient IT skills including a working knowledge of Library Management Systems, online library resources, and the Microsoft Office suite of products
- Current & valid Working with Children Check

Capability Framework level: Intermediate

Personal attributes	Relationships	Results	Resources	Workforce leadership
• Manage self • Displays resilience and adaptability • Act with integrity • Demonstrate accountability	• Communicate and engage • Community and customer focus • Work collaboratively • Influence and negotiate	• Plan and prioritise • Think and solve problems • Create and innovate • Deliver results	• Finance • Assets and tools • Technology and information • Procurement and contracts	• Manage and develop people • Inspire direction and purpose • Optimise workforce contribution • Lead and manage change

Position description approval

Employee

Date