# https://magiq.edrms/docs/CDC/Internal%20Management/Communications%20Management/Council%20Brands/carterton-district-council-logo-2016-teal-on-white.jpgA picture containing logo  Description automatically generated

Library Assistant

(Part-time, 32hrs pw)

Part One: Job Description

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| **Job title:** | Library Assistant | **Location:** | Carterton |
| **Status:** | Fixed Term to 30 June 2022 | **Effective:** | June 2021 |
| **Team:** | Community Services |  |  |

1. Role of the Wairarapa Library Service

The Wairarapa Library Service (WLS) is a joint initiative between South Wairarapa District Council (SWDC) and Carterton District Council (CDC). The Service provides community library services to almost 20,000 people from its sites in Martinborough, Featherston, Greytown and Carterton.

1. **Purpose of the Role**

The purpose of the WLS Library Assistants is to undertake library duties including customer service desk, circulation, serials management, shelving and book processing, and to support other library activities, especially programme delivery and WLS projects as agreed.

To be successful in the role, a Library Assistant will be an operationally competent, understand and deliver excellent customer service, be committed to their growth as a library practitioner, be actively engaged with the development and delivery of a professional library across WLS.

1. **Responsibilities**

Library Assistants are responsible for:

* Library circulation functions
* Supporting customers to use and engage with library products and services, including digital technologies
* Assisting in the development and delivery of one-off events, regular programmes
* Delivering on agree project or specialist areas of operation
1. **Important Functional Relationships:**

The Library Assistant reports to the Branch Librarian of the Library they are primarily assigned to. The position has no direct reports.

There is also regular contact with a number of internal and external stakeholders including but not limited to:

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| **Internal*** WLS Library Services Manager
* Other staff members of WLS
* Community Services Manager
* Community Services team members
* All Council staff of CDC and SWDC including communications and marketing, events, and amenities staff
 | **External*** Members of the community – individuals, groups, organisations
* Non-library sector organisations or companies
* Regional, National and international libraries / practitioners
* Library product vendors and service providers
* National Library of NZ
* Professional library associations or groups
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1. **Key Result Areas**

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| **Library operations** | * Issue and return of library items to ensure accurate holdings information.
* Reserves are processed in a timely manner.
* New borrowers are entered on the LMS and provided with relevant library information.
* Accurate and timely re-shelving of library items.
* Catalogue maintenance ensuring accuracy of any data entry or edits and use of the appropriate module/workflow process.
* Book processing as required and directed by Branch Librarians
* Interloans processed appropriately.
* Weeding of stock as directed by the Branch Librarian.
* Basic mending as directed by the Branch Librarian.
* Proactively monitoring Libraries and/or Service Centre email and actioning appropriately.
* General tidying as required, shelves and work area.
* Accurate cashing up and banking as required following WLS processes and procedures.
* Assisting internal and external customers with enquiries, exercising sound judgement to escalate enquires as need-be.
* Supporting customers to be aware of, and competently and confidently use library products and services, including technologies.
* The hand-over diary for the branch is actively maintained.
* Customers are attended and services delivered in timely, effective and friendly manner.
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| **Collections** | * Familiarity of WLS and branch collections.
* Actively monitoring collection content usage and identifying gaps or areas of growth or anticipated growth.
* Participating in the discretionary collection purchasing via the WLS process.
* In an accurate and timely manner, process and administer all items requested or received on interloan from other libraries (tracking and recording all transactions.
* Assist with the processing of collection items as directed by the Branch Librarian.
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| **Programmes** | * Assist in the planning and development of regular and one-off programmes or events.
* Assist in the delivery of programmes or on-off events as appropriate and agreed.
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| **Health, Safety and Wellbeing** | * Actively participate in Health Safety and Wellbeing (HS&W) activities at CDC & SWDC.
* Demonstrate your understanding of HS&W related policies and procedures.
* Be accountable for your actions at all times while adhering to the Health and Safety at Work Act (2015).
* Actively raise awareness to others about HS&W in the workplace.
* Actively participate in safety reporting and hazard management.
* Demonstrate HS&W practices to colleagues.
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| **Council Contribution** | * Deliver on overall Council contribution if and when required to ensure Council's overall business goals are achieved as well as developing own professional abilities on a continuous basis.
* Demonstrate a collaborative working style and participate as a member of the team undertaking all tasks maintaining positive working relationships with staff, and internal and external stakeholders.
* Act as an ambassador for Council and its services.
* Contribute to the promotion of the principles of Te Tiriti o Waitangi and work in partnership with iwi.
* Act within professional guidelines and council policies at all times.
* Participate in Council's response to emergency events as practicable.
* Actively participate in and contribute to performance improvement and development.
* Participate and contribute to management support initiatives.
* Additional tasks, duties or responsibilities as directed by the Library Services Manager.
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**Part two: Person specifications**

1. Skills and experience
* Professional library qualification (desirable) completed or underway, or a genuine desire to pursue a career in libraries and librarianship
* Computer literate, an interest in and/or knowledge of modern library systems and technologies, and office applications and products
* Strong communication and interpersonal skills with a commitment to teamwork
* Current driver’s licence.
1. Personal attributes
* Ability to communicate with customers and staff courteously and effectively and maintain strict confidentiality
* Active and willing continuous development of professional, management and leadership practice
* Critical thinking skills – using logic and reasoning to identify alternative solutions or approaches to problems
* Ability to work closely with others to achieve high quality service delivery
* Ability to develop and maintain constructive, respectful, and cooperative relationships in a team
* Attention to detail and accuracy
* Ability to work independently and deliver the required results in a timely and positive manner
* Aptitude to professionally represent the WLS
* An ability to relate to and communicate with people from all walks of life • High level of integrity
* Personal resilience and a sense of humour
* Strong work ethic
* A clear understanding of the role Public Libraries play in their communities.
1. Behavioural competencies

**WORKING CO-OPERATIVELY**

Working effectively with others inside and outside the organisation. Taking actions that demonstrate consideration for the feelings and needs of others and awareness of the impact of ones behaviour on others.

**ANALYSIS (PROBLEM IDENTIFICATION)**

Securing relevant information and identifying key issues and relationships from a base of information; relating and comparing data form different sources; identifying relationships.

**JUDGEMENT (PROBLEM SOLUTION)**

Committing to an action after developing alternative courses of action that are based on logical assumptions and factual information and that take into account resources, constraints and organisational values.

**LEADERSHIP (INFLUENCE)**

Using appropriate interpersonal styles and methods to inspire and guide individuals and groups (staff, peers and managers) toward goal achievement; modifying behaviour to accommodate tasks, situations and individuals involved. Gaining agreement/commitment to ideas, plans or courses of action.

**ORGANISATIONAL AWARENESS**

Having and using knowledge of systems, situations, pressures and culture inside the organisation to identify potential organisational problems and opportunities; perceiving the impact and implications of decisions on other components of the organisation.

**CLIENT SERVICE ORIENTATION**

Making efforts to listen to and understand clients (both internal and external); anticipating client needs; giving high priority to client satisfaction.

**EXTRA-ORGANISATIONAL AWARENESS**

Having and using knowledge of societal, technical, political and governmental issues outside the organisation to identify potential problems and opportunities; perceiving the organisational impact and implications of decisions relative to these factors

**WORK STANDARDS**

Setting high goals or standards of performance for self, staff, and the organisation; being dissatisfied with average performance; self-imposing standards of excellence rather than having standards imposed by others.

**PLANNING AND ORGANISING**

Establishing a course of action for self and others to accomplish a specific goal; planning proper assignment of personnel and resources.

**PROJECT PLANNING**

Establishing a course of action to accomplish a specific project or goal; planning proper personnel assignments and appropriate allocation of resources; developing contingency plans.

**INTEGRITY**

Maintaining and promoting social, ethical, and organisational norms in conducting internal and external business activities.

**COMMUNICATION**

Expressing ideas effectively in individual and group situations (including non-verbal communication); adjusting language structure or terminology both orally and in memoranda, letters and reports to the characteristics and needs of the audience.

**Signed**

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| Job Holder |  | Date |

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| Carterton District Council |  | Date |