

Wairarapa Library Service - Library Assistant

Part one: Job description

Job title:	Library Assistant	Location:	Across all WLS branches
Status:	Fixed Term until 30 th June 2022 Part time – 32 hours per week	Effective:	Jan 2022
Team:	Wairarapa Library Service	Hours of work:	Rostered by mutual agreement within Monday-Friday 8.30-5pm, Saturday 9am-4pm

1. Role of the 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.

2. 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.

3. 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

4. Working relationships/reporting lines

Library Assistants report to the Branch Librarian of the Library they are primarily assigned to.

In addition, the role has regular contact with several internal and external stakeholders including, but not limited to:

Internal:	External:
<ul style="list-style-type: none"> • Other staff members of the WLS • All other members of SWDC and CDC staff including communications and marketing, events, and amenities staff 	<ul style="list-style-type: none"> • 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

5. Key Result Areas

KEY RESULT AREAS	KEY TASKS
<p>Library operations</p>	<ul style="list-style-type: none"> • 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.
<p>Collections</p>	<ul style="list-style-type: none"> • Familiarity of WLS and branch collections

	<ul style="list-style-type: none"> • 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
Programmes	<ul style="list-style-type: none"> • 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
Contribute to the smooth operation of the Waihinga Community Hub, Greytown Service Centre, Featherston Service Centre	<ul style="list-style-type: none"> • Featherston and Greytown – accurate information is provided, monies charged, data entered for rates, dog registrations and other Council service centre products and services • Council colleagues are contacted as required to ensure accurate information and / or for clarification and/or confirmation about Council policies, processes, administration, or charges • Contribute to regular Council and/or Waihinga Community Hub meetings to keep staff up to date with library programmes and requirements • Martinborough - work with the Toy Library to ensure both services work together • Issues negatively impacting operations are brought to attention of the appropriate person(s) in a timely manner and work is done to successfully resolve them
Health and Safety	<ul style="list-style-type: none"> • Actively participate in their health and safety (H&S) responsibilities as outlined in Council’s Health and Safety policies and process documentation • Demonstrate compliance with all H&S requirements • Actively promote and support H&S, wellbeing initiatives and a culture of responsibility and accountability for H&S in the workplace
Relationships and Council Contribution	<ul style="list-style-type: none"> • Constructively participate in regular performance development and appraisal reviews • Contribute to the knowledge of the organisation by continuously developing skills in areas which will support colleagues and enhance the overall experience of customers. • Communicate with colleagues in a timely and positive way and share learning and ideas for improvement with colleagues. • Deliver on overall Council’s 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.

	<ul style="list-style-type: none"> • 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. • Understand and participate in Councils' commitment to the principles of Te Tiriti o Waitangi / Treaty of Waitangi: partnership, participation, and pro-active protection. • Act within professional guidelines and council policies at all times. • Participate in Councils' 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 WLS Manager.
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Part two: Person Specification

6. Qualifications, 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
- My Covid Vaccination Pass.

7. 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.

8. 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 one's behaviour on others.

ANALYSIS (PROBLEM IDENTIFICATION)

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