

## Wairarapa Library Service – Casual Library Assistant

### Part one: Job description

<b>Job title:</b>	Casual Library Assistant	<b>Location:</b>	Across all WLS branches
<b>Status:</b>	Casual employment	<b>Effective:</b>	Sept 2022
<b>Team:</b>	Wairarapa Library Service	<b>Hours of work:</b>	Rostered by mutual agreement within Monday-Friday 8.30-5pm, Saturday 9am-1pm

### 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 Casual Library Assistants is to provide on-call, casual relief cover for permanent staff as may be required due to job vacancies and staff absences.

Duties include the customer service desk, circulation, serials management, shelving and book processing, and to support other library activities.

### 3. Responsibilities:

Casual 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 delivery of one-off events and regular programmes.

### 4. Working relationships/reporting lines

Casual Library Assistants report to the Library Services Manager however day-to-day supervision is provided by the Branch Librarian of the Library they are working in.

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

<b>Internal:</b>	<b>External:</b>
<ul style="list-style-type: none"> <li>• Other staff members of the WLS</li> <li>• All other members of SWDC and CDC staff including communications and marketing, events, and amenities staff</li> </ul>	<ul style="list-style-type: none"> <li>• Members of the community – individuals, groups, organisations.</li> </ul>

## 5. Key Result Areas

KEY RESULT AREAS	KEY TASKS
<b>Library operations</b>	<ul style="list-style-type: none"> <li>• Issue and return of library items to ensure accurate holdings information</li> <li>• Reserves are processed in a timely manner</li> <li>• Accurate and timely re-shelving of library items</li> <li>• Book processing as required and directed by Branch Librarians</li> <li>• Interloans processed appropriately</li> <li>• Weeding of stock as directed by the Branch Librarian</li> <li>• Basic mending as directed by the Branch Librarian</li> <li>• General tidying as required, shelves and work area</li> <li>• Accurate cashing up and banking as required following WLS processes and procedures</li> <li>• Assisting internal and external customers with enquiries, exercising sound judgement to escalate enquires as need-be</li> <li>• Supporting customers to be aware of, and competently and confidently use library products and services, including technologies.</li> <li>• The hand-over diary for the branch is actively maintained</li> <li>• Customers are attended and services delivered in timely, effective, and friendly manner.</li> </ul>
<b>Collections</b>	<ul style="list-style-type: none"> <li>• Familiarity of WLS and branch collections</li> <li>• Actively monitoring collection content usage and identifying gaps or areas of growth or anticipated growth</li> <li>• In an accurate and timely manner, process and administer all items requested or received on interloan from other libraries (tracking and recording all transactions)</li> <li>• Assist with the processing of collection items as directed by the Branch Librarian</li> </ul>
<b>Programmes</b>	<ul style="list-style-type: none"> <li>• Assist in the delivery of programmes or one-off events as appropriate and agreed.</li> </ul>
<b>Contribute to the smooth operation of the Waihinga Community Hub,</b>	<ul style="list-style-type: none"> <li>• Featherston and Greytown – accurate information is provided, monies charged, data entered for rates, dog registrations and other Council service centre products and services</li> <li>• Council colleagues are contacted as required to ensure accurate</li> </ul>

<b>Greytown Service Centre, Featherston Service Centre</b>	<p>information and / or for clarification and/or confirmation about Council policies, processes, administration, or charges</p> <ul style="list-style-type: none"> <li>• Contribute to regular Council and/or Waihinga Community Hub meetings to keep staff up to date with library programmes and requirements</li> <li>• Martinborough - work with the Toy Library to ensure both services work together</li> <li>• 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</li> </ul>
<b>Health and Safety</b>	<ul style="list-style-type: none"> <li>• Actively participate in their health and safety (H&amp;S) responsibilities as outlined in Council's Health and Safety policies and process documentation</li> <li>• Demonstrate compliance with all H&amp;S requirements</li> <li>• Actively promote and support H&amp;S, wellbeing initiatives and a culture of responsibility and accountability for H&amp;S in the workplace</li> </ul>
<b>Relationships and Council Contribution</b>	<ul style="list-style-type: none"> <li>• Contribute to the knowledge of the organisation by continuously developing skills in areas which will support colleagues and enhance the overall experience of customers.</li> <li>• Communicate with colleagues in a timely and positive way and share learning and ideas for improvement with colleagues.</li> <li>• 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.</li> <li>• Act as an ambassador for Council and its services.</li> <li>• Understand and participate in Councils' commitment to the principles of Te Tiriti o Waitangi / Treaty of Waitangi: partnership, participation, and pro-active protection.</li> <li>• Act within professional guidelines and council policies at all times.</li> <li>• Additional tasks, duties or responsibilities as directed by the WLS Manager.</li> </ul>

**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.

## **7. Personal attributes**

- Ability to communicate with customers and staff courteously and effectively and maintain strict confidentiality
- Attention to detail and accuracy
- 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.

## **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.