

POSITION DESCRIPTION

Library Assistant



POSITION TITLE	Library Assistant
GROUP	Community Services and Facilities
LOCATION	Carterton
REPORTS TO	Library Services Manager
DIRECT REPORTS	Nil
DELEGATED AUTHORITY	Nil

ROLE OF THE COMMUNITY SERVICES AND FACILITIES GROUP

The Community Services Group supports the delivery of the Council's Long Term Plan objectives and community wellbeing outcomes, ensuring the provision of the District's Library, Events Centre, parks, reserves as well as community activities including arts and culture, economic development, neighbourhood support, climate change action, community funding, community events, youth development and civic ceremonies.

ROLE OF THE LIBRARY TEAM

The Carterton Library Service provides quality public library services to the Carterton community, through the delivery of modern library services, programmes, and activities.

PURPOSE OF THE ROLE

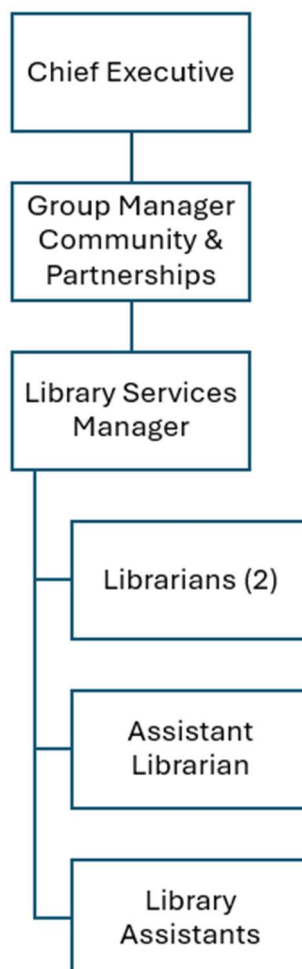
To provide friendly and professional customer service, including educating customers to use a wide range of library and non-library resources. To perform a range of duties that support efficient library practices, processes, and services.

RESPONSIBILITIES

- Provide friendly and professional front-of-house service to library customers, answering enquiries, enrolling new members, actioning reserves, processing newspapers, assisting with photocopying and printing
- Respond to internal and external customers in a friendly and helpful manner
- Assist customers to identify age and interest appropriate materials and resources to satisfy their information and leisure-reading needs, referring complex enquiries to senior staff as appropriate
- Ensure the library is kept clean and tidy, all items and resources are shelved correctly and accurately, and displays and face-outs are fresh and full
- Ensure financial transactions and receipting accuracy
- Manage internet computer demand
- Actively and effectively complete a range of behind-the-scenes tasks, including covering and repairing books
- Support library programming and events
- Assist with special projects as required
- Use support mechanisms to de-escalate difficult situations confidently

- Proactively and confidently embraces current, new, and emerging technology and utilises digital skills to support customers and staff to successfully use information resources effectively
- Demonstrate a commitment to the use and visibility of te reo Māori
- Collaborate with SMART consortia counterparts

ORGANISATION CONTEXT



WORKING RELATIONSHIPS

The Library Assistant reports directly to the Library Manager.

Additionally, the role will have contact with a number of internal and external contacts including, but not limited to:

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
<ul style="list-style-type: none"> • Other Library staff • Mayor and Councillors • Council committees and advisory groups • Executive Leadership Team and other managers and team leaders • Community Services Team • Other council staff • WREMO 	<ul style="list-style-type: none"> • Carterton District Ratepayers/ residents • Iwi and mana whenua • Community individuals, groups and organisations including Wairarapa Community • Other Wairarapa councils • Visitors to the Carterton district

KEY RESULT AREAS

KEY RESULT AREAS	DELIVERABLE MEASURES
Library Operations	<ul style="list-style-type: none"> • Contribute to front-of-house customer services on a rostered basis • Respond to internal and external customers in a friendly and helpful manner • Support customers to be aware of, and competently and confidently use library products and services, including technologies. • Proactively and confidently embrace current, new, and emerging technology and utilise digital skills to help customers and staff to successfully use Library resources effectively • Collaborate with other library staff to develop and implement new services • Troubleshoot and communicate problems promptly with vendors and stakeholders • Collaborates with SMART consortia counterparts • Familiarity with branch collection and have an active interest in their usage and promotion.
Project and Programme Support	<ul style="list-style-type: none"> • Support Library programming and events • Assist with special projects as required • Ensuring the delivery of programmes or one-off events as appropriate and agreed.
Health, Safety & Wellbeing	<ul style="list-style-type: none"> • Actively participate in Health Safety and Wellbeing (HS&W) activities at CDC. • Demonstrate your understanding of HS&W related policies and procedures. • Be accountable for your actions at all times while adhering 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.
Council Contribution	<ul style="list-style-type: none"> • 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 Māori. • Act within professional guidelines and Council policies at all times. • Participate in Council's emergency preparation, training, and response as practicable, including working with the Emergency Operations Centre when directed. • 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 Community and Partnerships Manager.

QUALIFICATIONS, SKILLS AND EXPERIENCE

Key Skills

- Strong commitment to customer service excellence and customer service relationship management
- Strong organisational skills and an ability to manage multiple priorities
- Excellent digital and information literacy
- Excellent communication skills and relationship-building abilities
- Attention to detail and accuracy
- An ability to deal with a wide range of unpredictable questions and situations
- A collaborative mindset
- Good understanding of information rights, data and privacy principles and legislation
- Discretion, empathy, and sound judgement
- Respects and has sensitivity to cultural diversity

Job Requirements

- Minimum of National Certificate Level 3 NCEA Level 3
- 2+ years customer service or relevant industry experience
- An understanding of how public libraries operate
- Must be physically robust and able to stand for periods of time, lift boxes, handle books
- Understanding of and commitment to the Treaty of Waitangi and developing understanding and capability in te reo and tikanga Māori
- Hold a current New Zealand driver's licence

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

POSITION DESCRIPTION AGREEMENT

Signed:		DATE
GROUP MANAGER COMMUNITY & PARTNERHSIPS		
JOBHOLDER		DATE