

## Library Assistant

**Reporting to: Library Manager**

**Location: Westland District Library**

**Date Reviewed: 14/07/2021**

### Position Purpose

- To work with the Library staff team (Library Manager, Deputy Librarian, Youth Librarian and Library Assistants) to provide an excellent District Library service which proactively seeks to meet the changing needs of the community it serves.
- This position involves regular Saturday shifts and the occasional evening.

### Functional Relationships

INTERNAL RELATIONSHIPS	EXTERNAL RELATIONSHIPS
<ul style="list-style-type: none"> <li>• Chief Executive</li> <li>• Mayor and Councillors</li> <li>• Westland District Council staff</li> <li>• Library Staff and Volunteers</li> </ul>	<ul style="list-style-type: none"> <li>• Library Users</li> <li>• Aotearoa People's Network Kaharoa (APNK) and Kotui Library Management System support staff</li> <li>• Other Libraries</li> </ul>

### Limitations of Authority:

As defined in the Delegations Manual.

**Financial:** N/A

**Staff:** N/A

### Key Tasks and Responsibilities

#### 1. Library Service

- Process the circulation transactions at the issues desk using the Kotui Library Management System and handle cash transactions
- Process applications for Library Membership
- Respond to reference enquiries from users via telephone, email or face to face.
- Support customers in the use of Library Information and Communication technology
- Promote, support and provide training to customers in the use of library Digital Services
- To keep the library tidy and displays attractive

### Expected Results:

- a) Circulation and cash transactions are managed efficiently and accurately
- b) New members are fully aware of the range of services available
- c) All enquiries are dealt with in a prompt and efficient manner
- d) Customers can effectively use the APNK public computers and to connect to the Wi-Fi network using their own devices
- e) Customers are aware of and able to access the library Digital Services
- f) The library is a welcoming attractive space

## **2. Collection and item maintenance**

- To support the selection and processing of Large Print West Coast Exchange titles and Community Library pocket collections, liaising with Community Library Volunteers to coordinate exchange and organising delivery as required
- Support routine collection and item maintenance, including but not limited to, weeding, covering, labelling and repairing books

### **Expected Results:**

- a) Readers with a visual impairment benefit from a better selection
- b) Rural and remote residents are satisfied with the outreach service provided by the District Library to their Community Libraries
- c) The item maintenance is accurate ensuring a high quality library catalogue
- d) New items are available to library customers within a month of delivery
- e) Damaged books are repaired as quickly as possible

## **3. Library Programming, Events and Promotion**

- To lead and/or support library programmes, including but not limited to, outreach events, digital skills classes and reading groups
- To produce promotional material (both physical and digital) to highlight new or existing resources, services, programmes and events to existing customers and the wider community
- To contribute posts to the library social media channels (including Facebook groups)

### **Expected Results:**

- a) The library offers a variety programmes that provide a quality experience and customers are satisfied;
- b) Library customers are made more aware of existing and new resources, programmes and events
- c) Library social media channels are increasingly used by customers to engage with the library
- d) Library membership increases and awareness of and support for library services increases in the community

## **4. Sole charge of the library as required**

- Responsible for working with the team to deliver library services and in sole charge of the Library on Saturday for a limited time and occasionally at other times to cover staff lunches, programmes or other meeting commitments

### **Expected Results:**

- a) Deliver the library service effectively as part of the team helping to ensure safety of staff, volunteers, members of the public and library property

## **5. Other Duties**

- Supporting the team by completing other duties as and when they arise

### **Expected Results:**

- a) A co-operative and resilient team that delivers an excellent library service to the community

## **HEALTH AND SAFETY:**

- To adhere to all Council and safety plans, policies and procedures including using protective equipment supplied.
- To identify existing or potential hazardous conditions and recommend appropriate corrective actions.
- To report all accidents and near miss events.
- To be familiar with emergency procedures.
- To ensure safe working conditions, develop safe working practices and wear protective clothing and equipment where necessary.
- To implement the removal of hazards where practicable and provide training in this area.
- To investigate accidents and near miss events.
- To ensure staff are trained and kept up to date with any new work safe policy changes.
- To ensure visitors and contractors operate under the Council health and safety policy and procedures.

To meet the Council's statutory responsibilities for civil defence and emergency management you will be expected to participate in any civil defence and emergency management training initiatives and undertake activities, as directed as part of Council's emergency response.

## **Person Specification**

### **Qualifications/Experience**

- Tertiary Qualification, ideally Undergraduate Diploma in Library & Information studies or equivalent.
- Two years recent experience in a customer service role, preferably a library or information environment.

### **Skills / Attributes**

- Excellent Customer Service skills
- Excellent verbal and written communication skills
- Computer literate with software proficiency covering a variety of applications
- Ability to ensure that work is completed to a high standard and to meet deadlines
- Ability to work cooperatively as part of a team demonstrating energy, vision and initiative
- Ability to manage time and prioritise and organise workload
- Commitment to ongoing professional development

This job description gives a general outline of the duties and is not intended to be an inflexible or finite list of duties. It may therefore be amended from time to time.

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**Employee's Signature**

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**Date**

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**Manager's Signature**

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**Date**