

# Job Description



## My Position

<b>Position:</b>	<b>Assistant Librarian – Children and Youth Services</b>
<b>Section:</b>	Tasman District Libraries
<b>Group:</b>	Service & Strategy
<b>Responsible to:</b>	Children and Young Adult Services Librarian
<b>Job Purpose:</b>	<ul style="list-style-type: none"><li>• To provide knowledgeable, friendly and professional library services to meet community needs within available resources.</li><li>• To liaise with the Children's Librarian to develop and provide dynamic library services to the young people of the Tasman District.</li><li>• To liaise with the Children's Librarian to develop and promote library collections for young people in the Tasman District.</li><li>• To encourage relevant user groups to use the library's Digital Creation facilities.</li></ul>

## Our Council

<b>Our District Vision:</b>	Thriving resilient Tasman <i>Kia manawaroa te tai o Aorere</i>
<b>Our Purpose:</b>	Delivering Public Value <i>Kia whai hua mā te marea</i>

## Our Values

We support our Vision and Purpose through living our values.

**Auahatanga – Innovation.** *I orea te tuatara, ka patu ki waho. A problem solved by continuing to find solutions.*

- We love ideas, big or small
- We delivery differently
- We learn and grow
- We give it a go
- We are brave and challenge the status quo

**Kawenga – Responsibility.** *Kia ū ki te pai. Stay resolute to that which is good.*

- We honour our commitments
- We act professionally with integrity
- We are honest and open
- We bring the right attitude to work
- Safety and wellbeing come first

**Manaakitanga – Caring/ Sharing.** *Te tohu o te rangatira, he manaaki. The sign of a leader is how they support, protect and respect others.*

- Helpfulness and respect guide us
- Our mana encourages and lifts others up
- Care and empathy are a priority
- We are always welcoming
- We freely share knowledge

**Whanaungatanga – Relationships.** *He aroha whakatō, he aroha puta mai. If kindness is given then kindness shall be received.*

- We connect, listen and involve
- We believe in collective success
- Our stories create shared meaning
- We embrace diversity
- We are kind and nurturing

## My Group

### Role of the Service & Strategy Group

The Service & Strategy Group's primary purpose is to manage the delivery of Council's library and customer services and the Council's policy and planning work. The Group's work includes providing leadership in organisation wide strategy and community policy development; resource management and environmental policy and planning; community partnerships services, events, grants and environmental education; and delivering front line customer services and library services.

Key Group responsibilities include providing high quality 'front of house' customer and library services; leading and co-ordinating Council's Long Term Plans, Annual Plans, Annual Reports and Policies required by the Local Government Act 2002; preparing Council's plans and policy statements required under the Resource Management Act 1991; overseeing the development of the Future Development Strategy, Growth Strategy and Activity Management Plans; and undertaking reserves and recreation planning.

## My Key Result Areas

My Priorities	
What am I supposed to do?	How well am I supposed to do it?
<b>Children's and Youth Services</b> <ul style="list-style-type: none"> <li>In liaison with the Children and Young Adult Services Librarian, develop and oversee library services targeting young people across the District.</li> <li>Undertake outreach visits to schools and groups, and host visits by groups to increase information literacy skills and the love of reading among young people.</li> <li>Provide specialised readers advisory to customers.</li> <li>Provide leadership to other staff for dealing with youth behaviour challenges at the District Library in Richmond.</li> <li>Act as a liaison for parents, schools, teachers, police and other agencies regarding youth behaviour challenges and associated actions.</li> <li>Develop and maintain an incident management register.</li> <li>Update the Libraries Manager when an incident occurs and any recommended actions, staff support required and training needs.</li> <li>Maintain and develop knowledge of current ideas and practices in the public library sector and other services for young people.</li> </ul>	<b>Children's and Youth Services</b> <ul style="list-style-type: none"> <li>Provides leadership and support for other staff providing services to young people. Works co-operatively, sharing ideas, knowledge and expertise. Makes regular visits to branch libraries.</li> <li>Regular contact with local schools and groups is maintained in order to publicise relevant library services, programmes and materials.</li> <li>Ensures an expert knowledge of the Children's and Young Adult collections is maintained so that recommendations and suggestions can be provided to customers.</li> <li>Staff are provided with support and training in dealing with youth behaviour challenges.</li> <li>Parents, schools, teachers, police and other agencies are contacted when need.</li> <li>The Libraries Manager is provided with information regarding incidents, recommended actions, staff support and training needs.</li> <li>Maintains awareness of current ideas and library practices in the library sector, especially regarding youth services.</li> </ul>
<b>Collection Management</b> <ul style="list-style-type: none"> <li>Assist the Children and Young Adult Services Librarian with the selection and deselection of resources for Children's and Young Adult collections across the district.</li> </ul>	<b>Collection Management</b> <ul style="list-style-type: none"> <li>Provide suggestions for purchase to the Children and Young Adult Services Librarian to ensure the relevance of the Children's and Young Adult collections.</li> <li>Deselect items from specific collection areas in accordance with Tasman District Libraries' Collection Development Policy and Collection Plan.</li> </ul>
<b>Promotion, Publicity and Programming</b>	<b>Promotion, Publicity and Programming</b>

<ul style="list-style-type: none"> <li>• Develop user education materials and programmes to maximise the use of Children's and Young Adult services and resources.</li> <li>• Lead the development of digital technology programmes for children and young people.</li> <li>• Collaborate with other library staff to deliver digital technology programmes for children and young people across the district.</li> <li>• Promote awareness and usage of Young Adult collections and programmes through displays, booklists, book groups, articles etc. using all appropriate media.</li> <li>• Lead district-wide promotions and events for young people.</li> <li>• Co-ordinate the planning and promotion of holiday programmes at the District Library in Richmond.</li> <li>• Liaise with the Marketing and Events Co-ordinator and Administration and Accounts Assistant to ensure that marketing materials are developed and delivered on schedule.</li> <li>• Assist with the delivery of preschool and holiday programmes and family events.</li> <li>• Look for opportunities to collaborate with Council staff, individuals and groups within the community, to develop and deliver programmes for young people.</li> </ul>	<ul style="list-style-type: none"> <li>• An educational and appealing outreach programme for schools and groups, focused on the library's digital creation and technology resources and literacy development programme is co-ordinated, planned, publicised and delivered.</li> <li>• Digital technology programmes provide opportunities for children and young people to experience new technologies.</li> <li>• Young Adult collections and programmes are actively promoted using all appropriate media.</li> <li>• District-wide promotions and events show evidence of good planning and take account of the differing needs of each library within the district.</li> <li>• Good planning and effective liaison with other staff ensures that programmes are co-ordinated and promoted effectively.</li> <li>• Pre-school and holiday programmes and family events are planned, publicised and delivered.</li> <li>• The skills and resources of other groups and individuals are utilised to expand the range and type of programmes delivered to young people.</li> </ul>
<p><b>Digital Creation Services</b></p> <ul style="list-style-type: none"> <li>• Collaborate with the Digital Services team and Information Services team to plan and implement specific projects to increase children's and young people's confidence in the creation of digital content, and encourage the creation of locally produced digital material.</li> <li>• Collaborate with the Digital Services team and the Information Services team to market the Imaginarium to children and young people.</li> <li>• Provide support, as relevant, for the equipment and software within the Imaginarium pod.</li> <li>• Undertake outreach visits to schools and youth groups, and host visits by groups to increase awareness of the library's digital creation resources.</li> </ul>	<p><b>Digital Creation Services</b></p> <ul style="list-style-type: none"> <li>• In consultation with the Digital Services team and Information Services team specific training programmes or materials are developed to enable children and young people to prepare their own digital content.</li> <li>• Regular meetings are held with the Digital Services team and Information Services team to discuss and evaluate issues and needs of Imaginarium users.</li> <li>• Provides ongoing timely assistance to customers and staff for software and equipment in the Imaginarium.</li> <li>• An educational and appealing outreach programme for schools and youth groups focused on the library's digital creation resources, is co-ordinated, planned, publicised and delivered.</li> </ul>
<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Undertake circulation functions and transactions: assist library users to use self-service kiosk; sort returned items; issue items; place holds on material and identify items for inter-library loan.</li> <li>• Respond to customer enquiries: interpret enquiries and conduct research; provide reader's advisory services; take room bookings and bookings for library events and programmes.</li> <li>• Execute over the counter financial transactions.</li> <li>• Carry out registration process for all new library members.</li> <li>• Actively promote the wide range of resources and services available to library users, including library events, programmes and promotions.</li> </ul>	<p><b>Customer Service</b></p> <ul style="list-style-type: none"> <li>• Issues and returns sorting are completed efficiently and promptly.</li> <li>• Library users needing help to use the self-service kiosks receive prompt, friendly assistance.</li> <li>• Efficient searching of the library catalogue ensures that customer holds are placed accurately.</li> <li>• Library users receive accurate information suitable for their needs, the library catalogue and online resources are used to assist with answering customer queries. Queries are referred to other staff when extensive research is needed.</li> <li>• Library users are assisted to find reading material suitable for their needs and interests.</li> </ul>

	<ul style="list-style-type: none"> <li>Financial transactions are accurate and correct.</li> <li>New members are enrolled in a friendly and welcoming way and new member details are recorded accurately.</li> <li>Library users are kept informed of Library events, programmes and promotions.</li> </ul>
<b>Digital and Information Technology</b> <ul style="list-style-type: none"> <li>Competently use all electronic systems to carry out transactions.</li> <li>Utilise electronic databases and other online resources to answer customer queries.</li> <li>Assist library users in use of public internet services.</li> <li>Assist library users to use the library's online resources and actively promote the use of these resources.</li> </ul>	<b>Digital and Information Technology</b> <ul style="list-style-type: none"> <li>Electronic databases, online resources and the library catalogue are used to answer and resolve customer enquiries in a timely manner.</li> <li>Provides timely assistance and troubleshooting for customers using the library's public internet services and online resources.</li> <li>Library users are aware of the availability of the library's online resources and are increasingly able to make good independent use of these resources.</li> </ul>
<b>Support Duties</b> <ul style="list-style-type: none"> <li>Participate in stock preparation and presentation tasks to ensure collections are accurately and attractively displayed.</li> <li>Process new stock for the Children's and Young Adult collections.</li> <li>Contribute to the content of the library website and social media pages.</li> <li>Shelve returned items and restock library displays.</li> </ul>	<b>Support Duties</b> <ul style="list-style-type: none"> <li>Items are shelved accurately and promptly and regular feature displays promote the Young Adult collections at the District Library in Richmond.</li> <li>Items are processed according to District policy guidelines.</li> <li>Works as part of the library's website and social media team to ensure that the library website and social media pages are maintained with regular and relevant updates, new material and information.</li> <li>Turnaround of returned items is maximised.</li> <li>Library display areas are kept well-stocked, attractive and inviting.</li> </ul>

My Contribution	
<b>Accountability</b> <ul style="list-style-type: none"> <li>I take responsibility for my performance, decisions and actions and how these impact on others.</li> <li>I take ownership of my wellbeing and health and safety responsibilities and seek support if I need it.</li> <li>I take responsibility for ensuring the digital information, data and records created from carrying out my role are properly stored, maintained and retrievable.</li> <li>I fulfil other assigned responsibilities, tasks and project work in a professional and timely manner.</li> </ul>	
<b>Customer Focus</b> <ul style="list-style-type: none"> <li>I focus on the needs of our customers and provide all of them with outstanding service.</li> <li>I treat all people with respect, and I deliver on the commitments I make.</li> <li>My actions are fair and build trust with my colleagues, customers and our community.</li> </ul>	
<b>Relationship Building</b> <ul style="list-style-type: none"> <li>I build and maintain genuine relationships with my colleagues, customers and our community.</li> <li>I actively listen to others and am supportive, friendly and helpful.</li> <li>I respect all cultures and act in ways that make others feel included and valued.</li> </ul>	
<b>Resilience &amp; Adaptability</b> <ul style="list-style-type: none"> <li>I support new ways of working and am able to be flexible and calm when facing change or difficult situations.</li> <li>I am digitally confident and participant in opportunities to learn how to apply digital business technology and tools to my work.</li> <li>I am a willing contributor and participant in business process improvement solutions and other initiatives that enhance our service delivery.</li> </ul>	
<b>Motivation &amp; Drive</b> <ul style="list-style-type: none"> <li>I take responsibility for my own learning and development and welcome feedback to improve my performance.</li> <li>I effectively plan, manage and prioritise my work and deliver it on time.</li> </ul>	

<ul style="list-style-type: none"> <li>I choose to bring the right attitude to work and I role model behaviours and attitudes that align with the Council's Values.</li> </ul>
<b>Collaboration &amp; Inclusion</b> <ul style="list-style-type: none"> <li>I actively contribute to the achievement of team goals and objectives.</li> <li>I collaborate effectively with others and support my colleagues to achieve the Council's strategic goals and objectives.</li> </ul>
<b>Civil Defence Emergency Management</b> <ul style="list-style-type: none"> <li>I provide assistance and support during civil defence / emergency management activities.</li> <li>I participate in civil defence and emergency management training.</li> </ul>
<b>Working within te ao Māori</b> <ul style="list-style-type: none"> <li>I have the appropriate level of knowledge and understanding of the principles and application of Te Tiriti o Waitangi for my role.</li> <li>I have the appropriate level of knowledge of Tikanga Māori (customs and practices) and Te Reo Māori (Māori language) for my role.</li> <li>I have the appropriate level of knowledge of Council's engagement protocols with the whānau, hapū and iwi of te Tauihu for my role.</li> <li>I foster a culturally inclusive environment by actively engaging with and respecting Māori perspectives and practices in my work.</li> </ul>

## My Delegations

I have no staff or financial responsibilities. However, the Council may from time to time delegate to me specified powers and duties which I must exercise with due care and diligence.

## My Competencies

### My Qualifications and Experience:

- A recognised qualification (Level 5) in a relevant field is desirable e.g. library and information science, teaching and/or media studies
- A minimum of three years' experience working with children and/or teenagers, preferably within a library or school/teaching context
- Demonstrated knowledge of and interest in children's and/or youth literature
- Confidence and familiarity with digital media and tools
- Competence in using a range of technical equipment, computer systems and applications
- Experience in creating multi-media content and/or performing industries desirable
- Experience in delivering digital technology programming for children or youth is desirable

### My Personal Attributes:

- An ability and confidence to relate to a wide range of people and a proven commitment to quality customer service and teamwork
- Ability to be well organised, prioritise tasks and deliver within tight timeframes
- Initiative and good analytical and judgement skills and a disposition to solving problems
- Ability to work collaboratively, work effectively in a team environment, share knowledge and devote energy to achieving team goals
- Demonstrated ability to work independently and as an effective member of a team
- Flexible and change adaptive with an eye for detail
- Be quality and improvement focused
- Friendly, positive and approachable
- General knowledge of Te Reo Maori
- Interest in the development of young people
- Commitment to the safety and wellbeing of young people
- Interest in ongoing training
- Availability to work some evenings, Saturdays and Sundays as rostered
- Good understanding of the principles of Te Tiriti o Waitangi and Tikanga Maori

## My Agreement

**My Name:** .....

**My Signature:** .....

**Date:** .....