

Job Description

My Position

Position:	Library Assistant – Motueka Public Library
Section:	Tasman District Libraries
Group:	Service & Strategy
Responsible to:	Branch Librarian - Motueka
Job Purpose:	<ul style="list-style-type: none">• Provide knowledgeable, friendly and professional frontline library information and customer services.• Actively promote the range of resources and services available to library users, including library collections, online resources, library events, programmes and promotions.• Assist users in their use of library resources, including online resources.

Our Council

Our District Vision:	Thriving resilient Tasman <i>Kia manawaroa te tai o Aorere</i>
Our Purpose:	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 and 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?
<p>Customer Service</p> <ul style="list-style-type: none"> • Undertake circulation functions and transactions: sort returned items; issue items; place holds on material and identify items for inter-library loan. • Respond to customer enquiries: interpret enquiries and conduct research; provide reader's advisory services; take room bookings and bookings for library events and programmes. • Execute financial transactions. • Carry out registration process for all new library members. • Actively promote the wide range of resources and services available to library users, including library events, programmes and promotions. • Shelf returned items, restock library displays and shelf-check library shelves. 	<p>Customer Service</p> <ul style="list-style-type: none"> • Issues and returns sorting are completed efficiently and promptly. • Efficient searching of the library catalogue ensures that customer holds are placed accurately. • Library users receive accurate information suitable for their needs, and 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. • Library users are assisted to find reading material suitable for their needs and interests. • Financial transactions are accurate and correct. • New members are enrolled in a friendly and welcoming way and new member details are recorded accurately. • Library users are kept informed of Library events, programmes and promotions. • Turnaround of returned items is maximised, and resources are shelved promptly and accurately. • Library display areas are kept well stocked, attractive and inviting. • Shelf checking is done in designated areas when returns levels allow.
<p>Digital and Information Technology</p> <ul style="list-style-type: none"> • Competently use all electronic systems to carry out transactions. • Utilise electronic databases and other online resources to answer customer queries. • Assist library users in use of public internet services. • Assist library users to use the library's online resources and actively promote the use of these resources. 	<p>Digital and Information Technology</p> <ul style="list-style-type: none"> • Electronic databases, online resources and the library catalogue are used to answer and resolve customer enquiries in a timely manner. • Provides timely assistance and troubleshooting for customers using the library's public internet services and online resources. • 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.

<p>Library Events and Promotions</p> <ul style="list-style-type: none"> Assist with library displays, events, programmes and promotions as required. 	<p>Library Events and Promotions</p> <ul style="list-style-type: none"> Assists the Branch Librarian and other library staff with the planning and delivery of programmes, events and promotions. Library services and resources are promoted to individuals and groups within the library.
<p>Other Duties Assigned tasks may include any of the following:</p> <p>Library Collections</p> <ul style="list-style-type: none"> Prepare new materials for library use. Process magazines. Mend library materials. Oversee exchanges of specific collections within the Tasman District Libraries, and maintain these collections. Holds – obtain material for customers from within the Tasman District Libraries. Process monthly rental removals. <p>Children’s Services</p> <ul style="list-style-type: none"> Assist with promotion of children’s library services, events and materials to individuals, groups and classes. Provide library training and supervision for school class visits. Visit schools and preschools in the area to promote children’s services and children’s library materials. Assist with planning, publicising and presenting school holiday programmes and preschool programmes. <p>Library Meeting Rooms</p> <ul style="list-style-type: none"> Manage bookings for library meeting rooms and maintain room usage statistics. Provide technical assistance and support for library meeting room users. Ensure the standard of the library meeting rooms is maintained and the rooms are kept ready for use. 	<p>Other Duties</p> <p>Library Collections</p> <ul style="list-style-type: none"> Items are processed according to District processing guidelines. Magazines are processed according to District Processing guidelines and are placed on display with minimum delay. Damaged books and other library materials are mended efficiently, competently and appropriately. Ensures that exchanges are made at the agreed time and sent to the next branch in a good condition. Items with holds are found and made available for library users in a timely manner. Monthly rental removals are processed efficiently and books returned to the shelves as quickly as possible. <p>Children’s Services</p> <ul style="list-style-type: none"> Children’s services, events and materials are promoted to individuals, groups and classes within the library. Classes visiting the library receive library orientation and information literacy training. An educational and appealing programme for schools and pre-schools is co-ordinated, planned, publicised and delivered with the District team sharing resources and ideas. <p>Library Meeting Rooms</p> <ul style="list-style-type: none"> Booking system is administered efficiently with bookings confirmed promptly, customers provided with accurate information and accurate usage statistics maintained. Technical issues are dealt with promptly and users are able to confidently utilise the technology available in the meeting rooms. Meeting rooms are kept tidy and ready for use. Furniture and equipment is kept in working order and any problems are resolved promptly or reported to the Branch Librarian.
<p>Job Knowledge</p> <ul style="list-style-type: none"> Maintain and develop knowledge of Tasman District Libraries practices. Develop a knowledge of resources and information (including digital resources) to enable informed assistance to library users. 	<p>Job Knowledge</p> <ul style="list-style-type: none"> Tasman District Libraries’ policies and procedures are known and practiced. The full range of library resources are used to provide informed assistance to users.

My Contribution

Accountability

- I take responsibility for my performance, decisions and actions and how these impact on others.
- I take ownership of my wellbeing and health and safety responsibilities and seek support if I need it.
- I take responsibility for ensuring the digital information, data and records created from carrying out my role are properly stored, maintained and retrievable.

<ul style="list-style-type: none"> • I fulfil other assigned responsibilities, tasks and project work in a professional and timely manner.
<p>Customer Focus</p> <ul style="list-style-type: none"> • I focus on the needs of our customers and provide all of them with outstanding service. • I treat all people with respect, and I deliver on the commitments I make. • My actions are fair and build trust with my colleagues, customers and our community.
<p>Relationship Building</p> <ul style="list-style-type: none"> • I build and maintain genuine relationships with my colleagues, customers and our community. • I actively listen to others and am supportive, friendly and helpful. • I respect all cultures and act in ways that make others feel included and valued.
<p>Resilience & Adaptability</p> <ul style="list-style-type: none"> • I support new ways of working and am able to be flexible and calm when facing change or difficult situations. • I am digitally confident and participate in opportunities to learn how to apply digital business technology and tools to my work. • I am a willing contributor and participant in business process improvement solutions and other initiatives that enhance our service delivery.
<p>Motivation & Drive</p> <ul style="list-style-type: none"> • I take responsibility for my own learning and development and welcome feedback to improve my performance. • I effectively plan, manage and prioritise my work and deliver it on time. • I choose to bring the right attitude to work and I role model behaviours and attitudes that align with the Council's Values.
<p>Collaboration & Inclusion</p> <ul style="list-style-type: none"> • I actively contribute to the achievement of team goals and objectives. • I collaborate effectively with others and support my colleagues to achieve the Council's strategic goals and objectives.
<p>Civil Defence Emergency Management</p> <ul style="list-style-type: none"> • I provide assistance and support during civil defence / emergency management activities. • I participate in civil defence and emergency management training.
<p>Working within te ao Māori</p> <ul style="list-style-type: none"> • I have the appropriate level of knowledge and understanding of the principles and application of Te Tiriti o Waitangi for my role. • I have the appropriate level of knowledge of Tikanga Māori (customs and practices) and Te Reo Māori (Māori language) for my role. • I have the appropriate level of knowledge of Council's engagement protocols with the whānau, hapū and iwi of te Taihū for my role. • I foster a culturally inclusive environment by actively engaging with and respecting Māori perspectives and practices in my work.

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:

- Four year's secondary education
- Experience with working with the public
- Previous library experience desirable
- Keyboard and computer experience

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
- Attitude of ongoing improvement and a positive life focus
- Initiative and good analytical and judgement skills and a disposition to solving problems
- Good general knowledge

- Knowledge of methods of organising and finding information in libraries
- Accuracy with figures and data input
- Good understanding of the principles of Te Tiriti o Waitangi and Tikanga Maori
- Availability to work on Saturday mornings and some evenings as rostered
- For part-time positions, an availability to work additional casual relieving hours when required, including during the School Holidays

My Agreement

My Name:

My Signature:

Date: