

JOB DESCRIPTION

Job Title	Library Casual
Position Status	Casual
Hours of Work/Days of Work	As required Monday to Saturday. No guaranteed hours of work, no regular pattern of work, and no ongoing expectation of employment.
Business Unit & Team	Customer Experience, Libraries
Reports to	Library Manager
Direct Reports	None
Base Location	Dargaville or Mangawhai Library
Salary Grade	Grade 8
Delegations	N/A
Key Internal and External Partners/Customers	Council employees, the public

ABOUT KAIPARA

Kaipara te Oranganui. Two oceans, two harbours.

Kaipara district extends from coast to coast, to the Waipoua Forest in the north and Pouto Peninsula in the south. It includes iconic beaches, kauri forests, rich farmland and rugged landscapes. People come from all over to experience this special part of the world, and we are privileged to play an important part in making Kaipara the place to be.

Our team is committed to Kaipara communities. We deliver essential services including roads, water, waste services, recreational facilities, libraries and regulatory services. Council staff engage our communities to contribute to key projects and plans, and support them to achieve their own. We love what we do, and have a real passion for our people and our place.

At Kaipara District Council, we know there are some important ingredients to develop a strong and supportive culture for our people to thrive, these are our values - mahi tahi (team work), mahia te mahi (make it happen), mana (integrity), whakaute (respect), and pono (trustworthy). These values guide how we work together as a team and alongside our diverse communities.

ROLE PURPOSE

To provide an excellent customer experience to library users and to assist customers in utilising the full range of library services and ensure customers and library needs are met.



Whakaute
RESPECT



Mahia te mahi
MAKE IT HAPPEN



Mahi tahi
TEAM WORK



Pono
TRUSTWORTHY



Mana
INTEGRITY

KEY RESPONSIBILITIES

<p>Service Delivery</p>	<ul style="list-style-type: none"> • Provide a welcoming frontline customer service that is delivered in an effective and efficient manner in person, via email or phone • Assist all customers in identifying materials and resources to satisfy information needs, answer queries accurately and appropriately • Carry out duties such as circulation, responding to interloan library requests, cataloguing, data collecting for monthly reports, using ProMapp to map business processes and identify possible improvements, requesting purchase orders and purchasing and other duties in an effective and efficient manner • Manage the demand for internet and assist customers in the use of library technology and equipment, including troubleshooting and supporting customers with library applications and systems on computers, tablets and smart phones • Monitor operating procedures to identify any problems/improvements which may be required, taking into account customer feedback • Assist with delivery of services to specific groups within the community • Actively promote library services to existing, new and potential customers • Ensure that community libraries are supported to carry out their functions • Be conversant with new and existing technologies impacting on library operations • Occasional sole charge of library on Saturdays and other occasions • Provide training, support, mentoring and advice to volunteers at community libraries
<p>Shelving and stock maintenance</p>	<ul style="list-style-type: none"> • Shelve materials and keep shelves tidy and in good order. Shelf check library on a daily basis • Assist with stock purchasing, deselection, mending and stocktakes, collection development and other processes • Processing, accessioning, re-labelling, category changes and other processes and projects
<p>Administration</p>	<ul style="list-style-type: none"> • Plan, promote and execute reading, holiday programmes and events • Create informative displays and promotional material • Assist with the maintenance of the membership, circulation and reserve systems • Perform overdues, reserves and other reports and procedures daily or as needed • Perform website administration and review website content changes as required

KDC CORE RESPONSIBILITIES

<p>Health, Safety & Wellbeing</p>	<ul style="list-style-type: none"> • Take care of your own health, safety and wellbeing and that of others affected by your work • Ensure prompt reporting of all Health and Safety hazards or incidents
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<p>Professional Development</p>	<ul style="list-style-type: none"> • Participate in monthly and yearly roadmap planning and chats with your manager • Actively participate in professional development initiatives to keep up to date in your area of expertise and to continuously develop skills and capabilities. • Complete annual mandatory learning.
<p>Other Organisational Responsibilities</p>	<ul style="list-style-type: none"> • Provide CORE customer experience (connected, open, reliable and easy) • Champion our values • Adhere to our ways of working (WoW) • Observe KDC policies, procedures and guidelines • Contribute to continuous improvement by identifying systems, processes or documents to improve and making changes to keep up with legislation, trends or best practice • Maintain records in compliance with the Public Records Act 2005 • Be involved in the readiness for emergencies by attending relevant Civil Defence Emergency Management training as required • Participate in any required Civil Defence exercises to ensure that essential services are maintained during emergencies • Other tasks and/or projects as assigned

COMPETENCIES

<p>Leader of Self</p> <ul style="list-style-type: none"> • Work Together • Deliver Results • Champion Innovation • Provide Customer Experience Excellence • Make Informed Decisions • Communicate Clearly
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SUCCESS PROFILE

<p>Qualifications & Experience</p> <ul style="list-style-type: none"> • 1-2 years' experience in a library or customer service environment would be an advantage • A library qualification or equivalent experience would be an advantage 	<p>Role Specific Skills & Attributes</p> <ul style="list-style-type: none"> • Ability to deal with a variety of information requests and situations • Ability to problem solve and research • Computer and web savvy and knowledge of Microsoft products Word and Excel • Experience in dealing with a diverse range of customers, including challenging customers; • Strong written and verbal communication skills
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Other Role Requirements

This role requires:

- you to be on a roster



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RESPECT



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MAKE IT HAPPEN



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