

Digital Services Librarian

Provide, manage and maintain access to a high-quality collection of digital resources that meet the needs and expectations of Whangarei District Libraries' customers.

Our Tikanga

Whanaungatanga

(fostering relationships and a sense of connection)

- We build on relationships established through shared experiences and working together.
- We get to know each other and take time to greet each other.
- We create opportunities to build relationships and share knowledge with a diverse range of people.
- We value the people around us and their unique contribution to the organisation.

Manaakitanga

(showing respect and care for others, hospitality, kindness and support)

- By showing manaaki we lift the mana (prestige) of all involved.
- We are part of the community and care about outcomes for external and internal customers.
- Our interactions with customers will respect and support their needs.

Kotahitanga

(unity, solidarity, togetherness and collective action)

- We have one shared direction and we all work together towards achieving it.
- We will stop doing anything that strays us from the agreed path to success.
- Our processes lead us to unified outcomes for our customers.
- We speak as one voice.

Atawhaitanga

(protection, stewardship, trust and a responsibility for long term outcomes)

- We deliver our responsibilities in the management and sustainability of our District in a trustworthy way.
- We collaborate and establish partnerships that enhance our role in the social, environmental, economic and cultural wellbeing of our communities.

Our expectations

As part of the Whangarei District Council we want to work as a team to deliver the best outcomes for our district. We are building our organisational culture around the principles of delivering for our customers, our organisational tikanga, working together, and focussing on outcomes rather than tasks.

That means we will:

- provide strong customer service to all our customers
- operate collaboratively as a total Council team
- deliver our services in a way that is best for the district (as opposed to best for the Council), and
- use our organisational tikanga to guide our decision making.

In short, we want you to think about what we are trying to achieve, and then work as a team to provide great services to the residents of our district.

Digital Services Librarian – that's your primary task at Whangarei District Council. But working with us is much more than simply completing the task – it's about how you go about doing the task, how you make a difference to the organisation, the ways you work with others, and how you deliver the best services to the district.

We're continually looking at better ways of working together here at Council. We think each of us has a key role to play in making our district a great place to live. We do that by giving superb service to our customers; we do it by working together as a group; we do it by building a culture where we can all contribute our ideas; and we do it by focusing on our outcomes.

Where appropriate, we want you to be part of cross organisational teams, to bring your solutions to the table, and to work with those teams to implement them.

What you will do

Customer Service Duties:

- Promote a welcoming and inclusive environment to all library patrons; confidently relating to people of all ages and cultures
- Be proficient in using library management systems and technology to assist users in locating and utilising library resources
- Manage circulation activities, including check-ins, check-outs, and renewals
- Provide customer service support to Central on a rostered basis throughout the working week (routinely 2 hours per day or as needed).
- Participate in the weekend roster.

Digital Services duties:

- Develop, maintain, and promote a high-quality digital resources collection aligned with community needs, customer recommendations, and the Collection Development Policy.
- Select resources and manage allocated budgets accordingly.
- Undertake ongoing collection management, including evaluation, analysis, and deselection in line with approved guidelines.
- Assist the Technical and Digital Services Team Leader to manage supplier relationships, including licensing and renewals.
- Monitor and troubleshoot access to digital resources.
- Contribute to collection assessment, analysis, and reporting in collaboration with the Technical and Digital Services Team Leader.
- Provide data and insights to support analysis, evaluation, and reporting on digital resources.
- Develop and maintain relevant policies, procedures, and documentation.
- Promote digital collections and services through the library website, social media, and other channels.
- Provide customers with informed and engaging recommendations.
- Support team capability by training and mentoring staff.
- Work collaboratively within the Technical and Digital Team to ensure effective delivery of services.

What we all do

- Demonstrate a commitment to cultural awareness in all aspects of work and development.
- Demonstrate a commitment to Council's Diversity policy in all aspects of work and development.
- Embrace training and professional development opportunities for continuing improvement.
- Undertake Civil Defence Emergency Management responsibilities if required

Customer service

- Demonstrate a "customer first" culture within the team, department and in the wider organisation.
- Act as a Customer Advocate in the team, department and in the wider organisation.
- See customer feedback as an opportunity to improve service.
- Develop partnerships within the organisation to meet customer needs.
- Contribute to the development of customer focused policies and procedures.

Health and safety

- Accurately and promptly report all accidents, incidents and risks by the end of the working day.
- Keep yourself and others safe.
- Adhere to all Council Health & Safety policies, procedures and guidelines.

What you will bring

- Degree in Library/ Information Studies or equivalent.
- Two or more years' experience in Library/Information work.
- Experience in Collection Development.
- Strong understanding of current technologies and trends in digital resources
- Attention to detail.
- Sound judgement in decision making and problem solving.
- Excellent communication and customer engagement skills.
- Organised approach to managing tasks and meeting deadlines.
- Driver licence.

All Team Duties:

- Work internally with colleagues to support each other, your team, the department and the wider organisation.
- Work internally with colleagues and externally with the public in a way which demonstrates our organisational Tikanga.
- Demonstrate flexibility and a high degree of team co-operation in all library activities.
- Actively engage in the creation of innovative ideas and actions to improve library services.
- Promote and support library programs, events, and services.

Additional Information

Financial responsibilities – Nil

Position Grade – Grade 13

Organisation Chart – see below

