

Westland District Council

JOB DESCRIPTION

Job title

Library Assistant

Purpose

To work with the Library staff team (Library Manager, Librarians and Library Assistants) to provide an excellent District Library service which proactively seeks to meet the changing needs of the community it serves.

Specific duties and responsibilities

Key Tasks and Responsibilities

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:

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

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:

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

Library Programming, Events and Promotion

- To 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

Expected Results:

- The library offers a variety programmes that provide a quality experience and customers are satisfied;
- Library customers are made more aware of existing and new resources, programmes and events
- Library social media channels are increasingly used by customers to engage with the library

- Library membership increases and awareness of and support for library services increases in the community

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:

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

Other Duties

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

Expected Results:

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

Key Relationships

- Library Staff
- Westland District Council staff
- Westland community, ratepayers and general public

Delegated Authority

N/A

Staff management

N/A

Reporting To:

Library Manager

Health & 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.

Civil Defence/Emergency Management

- To meet the Council's statutory responsibilities for Civil Defence and Emergency Management (CDEM) you will be expected to participate in CDEM training initiatives and undertake activities, as directed as part of Council's emergency response.

Skills, experience & education

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
- Basic level of te reo Māori and the willingness to develop further

General duties

- Be punctual and work the hours and times specified.
- Prioritise workload to ensure work of the greatest importance to the business is undertaken with urgency and to a high standard.
- Support and help develop a positive workplace culture.
- Demonstrate excellent interpersonal communication skills.
- Responsibly manage all business resources within accountability levels.
- Undertake all duties and responsibilities outlined in this job description and all other duties as required by the business.
- Comply with all employment obligations.
- Promptly undertake to complete all reasonable and lawful instructions and directions given.
- Serve the business in good faith, promoting and protecting the business's best interests.
- During work time, and such other times as may be reasonably required, dedicate all effort to the execution and fulfillment of the duties, responsibilities, obligations, and instructions related to employment.
- Demonstrate through own actions a commitment to Health and Safety at work when undertaking work or observing others in the workplace.