

POSITION DESCRIPTION

LIBRARY ASSISTANT – CUSTOMER SERVICES

DETAILS

Location	Masterton District Library
Business unit	Library and Archives
Reporting to	Customer Services Librarian
Directs reports	N/A
Delegated responsibility	N/A
Salary range	TBC

OUR COUNCIL

Working at Masterton District Council means being part of a motivated, professional and customer-focused team in one of New Zealand's most beautiful districts. Our people play an integral role in delivering services for our community. We are focused on both 'what' we need to achieve, and 'how' we achieve our goals. Our values help us build a workplace culture that is challenging but fun, because enjoying work is important!

We want to be the best provincial Council in New Zealand.

Key to this:

- We are an employer of choice in the Wellington Region
- Our staff recommend us to their family and friends

OUR VISION

Masterton/Whakaoriori: Providing the best of rural provincial living.

OUR VALUES

A	Accountability
C	Creativity
T	Teamwork
I	Integrity
O	Open communication
N	No excuses
S	Service

TE TIRITI O WAITANGI

We are committed to the principles of Te Tiriti o Waitangi / Treaty of Waitangi: partnership, participation and pro-active protection. We recognise Tikanga Māori values in the workplace and community and know we can do more.

MY DEPARTMENT

Role of the Library and Archive

To provide a high-quality Public Library service for the Masterton Community through leadership and strategic planning, budgeting and financial management, people management, and developing relationships that support the activities of the Library and the provision of a high-quality customer experience.

To provide a high-quality archives service for the Masterton District Council, and to the wider Wairarapa community, offering advice to Council and the community on heritage and historical issues. To also maintain and promote the services of the archives to as wide a community as possible.

MY ROLE

The primary purpose of this role is to provide high quality customer service and support to the library customers and the broader community. Work is focused on supporting the day to day operations of the library including the provision of technical services such as requests, reservations, processing and cancelling. Additionally, circulation desk processes are supported as well as participating in team operations and projects.

The Library Assistants are responsible for:

- Providing a range of customer services to all library users.
- Circulation, shelving, displays, helping customers to choose items, outreach and providing computer assistance. These tasks require attention to detail and the ability to perform manual and repetitive tasks while remaining available to assist others.
- Assisting with a range of collection management and administrative activities.
- Participating in special projects and programmes to meet the needs of the community.

MY KEY RESULT AREAS

Customer Service / Circulation Desk

Delivery of quality circulation desk processes and excellent customer service is provided.

All processes are cleared by end of shift and messages passed on to next shift.

Enquiries are responded to efficiently or directed to an appropriate officer.

Customers are guided in the use of the catalogue, Internet services, online resources, library services and equipment.

Knowledge of the collection is maintained to provide research, guidance instruction and assistance to customers.

SMART reservations are processed regularly and items not located advised appropriately.

SMART borrower queries and issues are responded to according to SMART policies.

Library Presentation

Assigned library shelving is up to date and items are correctly shelved, according to the shelving routines policy, and available.

Shelving areas not assigned or those under heavy demand are monitored and acted upon when required.

Library is regularly monitored and areas tidied as needed.

Special Projects / Programming

Special projects are successfully implemented and meet the needs of the users.

Library programmes are well planned, prepared and delivered on time.

Designated Library Team Operations

Communication within the library operating team is effective and contributes to quality outcomes.

Relevant skills of team members are recognised and supported.

Opportunities for self-development are recognised and taken advantage of.

Team operations relate to the needs of the user, the service and the effectiveness of the organisation and deliver quality outcomes.

MY HEALTH AND SAFETY RESPONSIBILITIES

Health, Safety, Wellbeing	Ensure own and others' safety at all times.
	Comply with policies, procedures and safe systems of work.
	Report all incidents/accidents, including near misses, in a timely fashion.
	Actively participate in the hazard management and identification process.
	Escalate risk as per the Risk Management Policy.

MY OTHER RESPONSIBILITIES

Self-Management, Training and Development	Set realistic goals for own performance
	Undertake change based on regular self-evaluation and feedback
	Identify opportunities for personal and professional development and growth
	Undertake both internal and external training identified as relevant to the role
Policies and Procedures	Comply with Council's Code of Conduct, Staff Manual including its Policies and Procedures at all times.
	Ensure the implementation and compliance with Council's Code of Conduct and Policies and Procedures, within all areas of responsibility.
Other duties	All duties must be carried out to the prescribed timeframes, systems, quality and standards and to the satisfaction of the line manager.
	Duties and responsibilities described above should not be construed as a complete and exhaustive list as it is not the intention to limit in any way the scope of functions of the position. Duties and responsibilities can be amended from time to time to meet changing conditions.

MY KEY RELATIONSHIPS

Internal	Customer Services Librarian
	Children's and Youth Service Librarian
	Digital Services Librarian
	Library and Archive Manager
	Masterton District Council staff
External	Library Users

TECHNICAL KNOWLEDGE AND ATTRIBUTES

Qualifications, Skills and Experience	Previous public library experience an advantage.
	Knowledge of digital technologies with experience in services for public libraries including Library Management System, Website services, social media and information services an advantage.
	Proven customer service experience
	Knowledge of Microsoft operating systems and Microsoft Office.
	Ability to teach and relate to children learning coding and STEAM.
	Ability to communicate with customers and staff courteously and effectively and maintain strict confidentiality.
Personal Attributes	Critical thinking skills - using logic and reasoning to identify alternative solutions or approaches to problems.
	Strong customer service ethic focused on meeting customers' needs.
	Ability to understand and interpret information and policies and to use written and oral expression to communicate information and ideas so others will understand.
	Ability to work closely with others to achieve quality service delivery.
	Ability to develop and maintain respectful, constructive and cooperative relationships in a team.

POSITION DESCRIPTION AGREEMENT

My name	
My signature	
Date	

POSITION DESCRIPTION VERSION CONTROL

Author	Version	Comments	Date
People & Capability Manager	1.0		2 December 2019
HR Adviser	2.0	Updated Health & Safety responsibilities and organisation chart	28 July 2020

ATTACHMENT A

Masterton District Council Organisation Structure

