

POSITION DESCRIPTION

LIBRARY MANAGEMENT SYSTEM (LMS) SPECIALIST

DETAILS	
Location	Masterton
Business unit	Library and Archive
Reporting to	Library and Archive Manager
Directs reports	N/A
Delegated responsibility	As per the delegations register
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 and we are focused on both 'what', and 'how' we achieve our goals. Our values help us build a workplace culture that is challenging but fun, because enjoying coming to 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

The library and archive service provides a learning environment where people can access resources that increase their skills and knowledge and preserves and promotes the historical records of the Wairarapa. This empowers the community and allows greater connection to our culture and heritage.

The primary purpose of this role is to ensure that library ICT resources function effectively, are maintained and the library and archive staff are supported in their use of the library management system.

MY ROLE

The role of the LMS Specialist is to:

- Maintain the Library Management System;
- Maintain the library's website, WPAC and digital resources;
- Work effectively alongside the Digital Services Librarian to ensure the technical aspects of the library service are supported;
- Work collaboratively with Council's ICT Team, and other SMART libraries to support digital services and contribute to the overall technological capability at Masterton District Library.

MY KEY RESULT AREAS

Operational Delivery

Responsibility for ensuring that library ICT resources are functioning effectively including the identification and resolution of issues and with software updates thoroughly tested and applied.

The Library ICT resources include:

- SPYDUS library management system
- ADILAM RFID System
- Self Issue terminals
- Online Public Access Catalogue

Coordinate with council ICT and external stakeholders to ensure that connectivity with ICT systems is maintained.

Provide ICT support and advice with an emphasis on maximising staff productivity, organisational efficiency, and effective use of the LMS System.

Relationship Management

Maintain an effective and productive working relationship with the Digital Services Librarian including covering identified key tasks in periods of absence.

Build and maintain close relationships with internal and external stakeholders including Vendors.

Actively participate in Spydus and SMART networks by attending meetings and engaging in discussions around development and planning.

Build and maintain effective working relationships with the wider Council ICT team.

Customer Service

Contribute to the customer service operations of the library, including delivering front of house customer service through rostered desk shifts.

Maintain a professional, courteous, and helpful attitude to all customers (internal and external), ensuring communication is accurate and provides excellent customer service.

Provide one on one assistance to library customers who need access to library digital resources.

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

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 Library and Archives Manager or Manager, Community Facilities and Activities.
	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
Participate in Council's civil defence emergency response	Participation in relevant emergency response training and duties as requested by the Chief Executive
	Such other duties as may be required from time to time by the Manager, Community Facilities and Activities.

MY KEY RELATIONSHIPS

Internal	Library and Archive Manager
	Community, Facilities and Activities Manager
	Library, Assistant Manager
	Archives, Assistant Manager
	Digital Services Librarian
	Masterton District Council Staff
External	SMART Libraries and working groups
	Library/ICT vendors and supplies
	Library customers

MY COMPETENCIES/KNOWLEDGE/SKILLS/EXPERIENCE

Qualifications, Skills and Experience	Demonstrated systems supervisor experience.
	Demonstrated knowledge of library management systems, SPYDUS LMS, an advantage.
	Minimum two years' experience in a Library and Archive environment.
	Demonstrated knowledge of websites and website builders.
	Demonstrated relationship management skills with the ability to build and maintain effective working relationships both internally and externally.
	Ability to use sound logic and critical reasoning to identify and resolve problems.
	Demonstrated knowledge of Tikanga Māori.
	Customer focused approach with a commitment to delivery.
	Ability to effectively set work priorities, manage time
	Ability to work closely with others to achieve quality service delivery.
	Ability to develop and maintain respectful, constructive, and cooperative working relationships in a team environment.
	Takes a proactive response towards own development to increase skills and knowledge.
An initial review of performance will be conducted after three months, with an annual performance development planning session annually thereafter. This is in the context of regular discussions and a 'no surprises' annual review.	

POSITION DESCRIPTION AGREEMENT

My name	
My signature	
Date	

POSITION DESCRIPTION VERSION CONTROL

Author	Version	Comments	Date
Library Manager	1.0		9/4/2021
People and Capability	1.0	Review and amendments	21/4/2021

ATTACHMENT A

Masterton District Council Organisation Structure

