

POSITION DESCRIPTION

Position:	Assistant Librarian
Department:	Community Services
Location:	Arrowtown Library
Reports to:	Wakatipu Team Leader
Date:	July 2020

BACKGROUND

Queenstown Lakes is a unique district with population and economic growth, coupled with an international reputation as a tourist destination that is unmatched. It has a relatively small number of residents (approximately 38,000 in 2018) and experiences high visitor numbers every year.

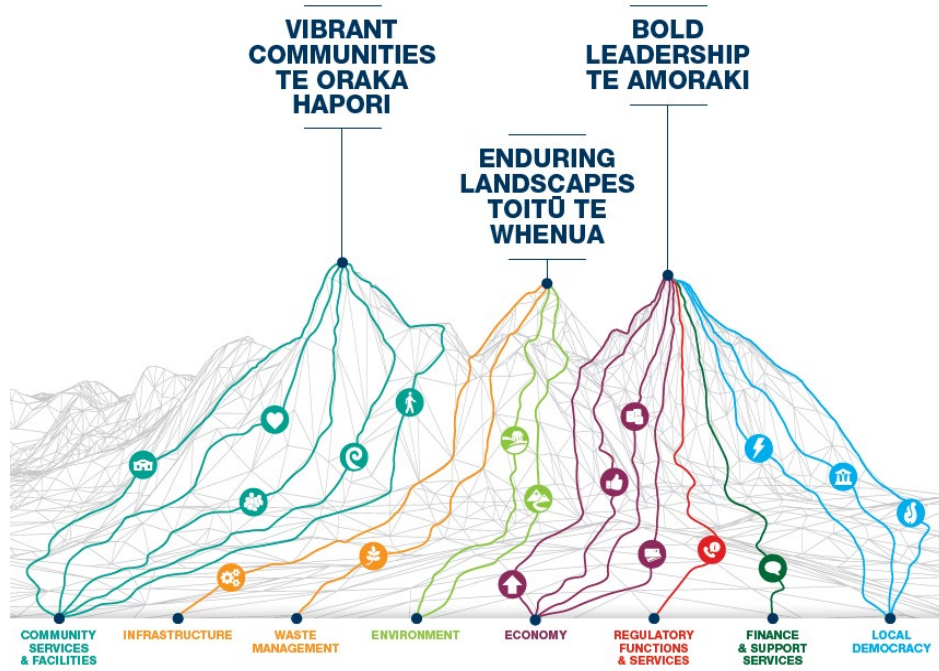
The Queenstown Lakes District Council has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district's parks, trails, libraries and recreational facilities; enabling sustainable development through consenting services; and regulating local activities..

The 2018-2028 Ten Year Plan aspires to create momentum in a range of areas through a focus on three peaks - enduring landscapes, bold leadership and strong and diverse communities.

The Annual Plan provides for a total of 500+ council staff.

QLDC has a network of eight libraries in the district and a partnership relationship with libraries in Central Otago. The mission of the Central Otago / Queenstown Lakes (CQ) Libraries is to provide the highest quality library services to fulfil the informational, educational, recreational and cultural needs of the community. It is to provide a co-operative system of services for the diverse community of Libraries in the Central Otago and Queenstown Lakes Districts; to facilitate the sharing of resources among Libraries for the benefit of all; and to develop Library services beyond the scope of the individual member Libraries.

The Libraries are integral to the delivery of community services across the district and are an important interface between QLDC and the wider community.



VISION, MISSION AND VALUES

We're proud to be QLDC, and our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:

PROUD TO BE QLDC KIA WHAKAHĪ KI A QLDC



PURPOSE

The position of Assistant Librarian is an experienced position that performs a range of assigned library duties, which may include any combination of handling enquiries from the public, issuing books / materials, collection maintenance, preparing statistics, organising events and systems maintenance. The focus of the role is on the provision of a positive internal and external customer experience at all times.

This role has both district and branch level responsibilities. The Assistant Librarian will support the Wakatipu Team Leader, the local branch Team, the Library Managerial Team and will collaborate with the wider QLDC library and organisational teams.

KEY TASKS

Customer Service Focus

- Always be helpful, respectful and responsive
- Assist customers with information enquiries
- Assist with troubleshooting and problem-solving
- Queries and complaints are resolved professionally
- Maintain confidentiality and discretion
- Participate in library programmes and events

Digital and ICT

- Support customer technology requirements
- Understand and teach others to use e-resource technologies
- Understand and teach others to use self-check stations and other RFID technology
- Computing and web-based skills and familiarity with current IT applications
- Document library processes using Promapp
- Data entry and record keeping

Circulation

- Navigate the Library Management System with competence
- Check out materials to customers
- Check in materials and prepare for re-shelving
- Ensure material is accurately shelved and attractively displayed
- Collect and resolve fines, damages and issues
- Receipt payments and cash during circulation transactions
- Respond to detailed queries and information inquiries
- Provide back-up and training support for colleagues
- Keep up to date with Library software and its evolving functions

Collections

- Understand the principles and practices of collection maintenance, reference services and sources for information retrieval
- Ability to verify bibliographic information
- Develop extended, detailed knowledge of library collections and information to assist customers
- Assign spine labels to items as required as per the QL Library Collection standard
- Maintain the Queenstown Lakes Library Collections in a state of good repair as per the QL Library Collection standard

- Support and facilitate district floating, rotating, stocktaking and deselection of prescribed collections
- Be an expert in, and ambassador for the eResource collections

Teamwork

- Participate and contribute
- Support team members
- Communicate effectively
- Provide training as requested
- Work collaboratively with colleagues to enhance team performance
- Maintain an effective working relationship with CODC Libraries
- Be prepared to work at other district library branches as required

Children and Youth Services

- Implement and deliver weekly children and youth programmes for Arrowtown Library, including Wriggle & Rhyme, Preschool story time and activity sessions, Afterschool sessions and other programmes focused on children and youth services in the library and online digital space as required
- Develop a strong knowledge of children and young adult collections and resources to assist customers
- Work directly with the District Children's Librarian and district Children and Youth services' champions to plan and deliver school holiday programmes and reading challenges
- Work collaboratively with the Wakatipu Libraries Team Leader to deliver outreach services to local community groups

Corporate Responsibilities

- Build commitment to QLDC's vision, values and services.
- Willingly undertake any duty required within the context of the position.
- Manage own personal health and safety and takes appropriate action to deal with workplace hazards, accidents and incidents.
- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct.

Te Reo and Tikanga Māori

- Support the development of Te Reo and Tikanga Māori cultural literacy within the district

TIME ALLOCATION

- 70% Circulation Duties including programme and event delivery
- 20% Collection Maintenance
- 10% Communication, Administration and Team Development

KEY RELATIONSHIPS

Internal:

- General Manager, Community Services
- District Librarian
- Wakatipu Team Leader

- Librarian Team
- Other Library Staff
- QLDC Employees

External:

- Customers
- General Public
- Community Groups
- Central Otago Libraries

ACCOUNTABILITIES AND DELEGATIONS

- No financial delegation
- Transactional cash management
- No direct reports
- Contractual Authority

PERSON SPECIFICATION

Education

- Minimum education: Relevant tertiary level qualification in Library & Information Studies

Experience

- 1-2 years experience of working in a customer-facing and library role
- Ability to be helpful, respectful and responsive
- Excellent relationship building and interpersonal skills
- Excellent communication skills - written, spoken and interpersonal
- Enjoys communicating with and assisting people from other cultures, communities and countries
- Comfortable with cash handling
- Computer literate and technologically capable
- Methodical and well organised
- Highly literate and a good level of numeracy
- Accurate and with a high level of attention to detail
- Well-developed conceptual, analytical and problem solving skills
- Able to work unsupervised
- Team player with a can-do attitude
- Flexibility in availability for work including evenings and Saturdays, and at other branch libraries within the Queenstown Lakes Library district preferred
- Physical fitness, able to meet the demands of the job
- Personal commitment to the role of public libraries and the development of children's literacy and engagement
- Personal interest in materials provided by the library i.e. books, literature, graphic novels, film, magazines, digital resources, etc.

COMPETENCIES

Core competencies for all employees of QLDC. Integrity and trust are core competencies for all employees of QLDC.

Action Oriented	Enjoys working hard; is action oriented and full of energy for the things he/she sees as challenging; not fearful of acting with a minimum of planning; seizes more opportunities than others.
Customer focus	Is dedicated to meeting the expectations and requirements of internal and external customers; Gets first hand customer information and uses it for improvements in products and services; Acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect.
Drive for results	Can be counted on to exceed goals successfully; is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Integrity & Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Health & Safety	<ul style="list-style-type: none"> • Ensures compliance to all legal/statutory and company requirements for Health and Safety • Adheres to all QLDC's Health & Safety policies and procedures • Is actively involved in QLDC's health and safety systems • Wears relevant personal protective clothing and equipment as and when required* Use only for roles where PPE may be required • Reports any pain, discomfort or other health & safety concerns as soon as possible • Ensures all accidents, incidents and hazards are reported using QLDC's Health & Safety reporting procedures
Relationship Management & Teamworking	Relates well to all kinds of people, up, down, sideways, inside and outside of the organisation; Builds appropriate rapport quickly; Builds constructive and effective relationships; Uses diplomacy and tact; Can defuse high tension situations comfortably; is easy to approach and talk to; puts others at ease; is a good listener; is sensitive and patient.
Problem Solving	Uses rigorous logic and methods to solve difficult problems; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
Timely Decision Making	Makes decisions in a timely manner, sometimes with incomplete information under tight deadlines and pressure; able to make a quick decision