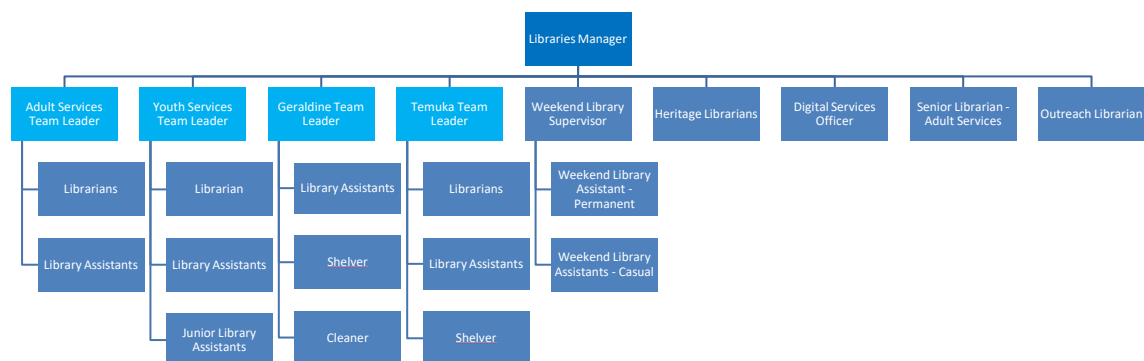


Position Description: Library Assistant - Timaru

Business Group	Recreation & Cultural Services
Reports To	Adult Services Team Leader & Youth Services Team Leader
Direct Reports	Nil
Date	March 2023
Budget Responsibility	Nil
Financial Delegation	Nil

Business Group Structure



Business Group Purpose

The Recreation and Cultural Services (“RCS Group”) encompasses Council’s Recreation Facilities, the Art Gallery, Museum and Libraries at Council. The RCS Group plays a key role in the delivery of recreation, cultural and heritage services to the community to ensure that we can continue to support Council’s values and community wellbeing outcomes. The RCS Group is responsible for the delivery of community initiatives, events and services that support various strategic Council objectives and goals including a number of longer term capital expenditure projects.

Purpose of the Position

The Library Assistant is responsible for duties associated with the delivery of quality library services and the successful and effective operation of the Library. The position will be working in the Adult Library and the Children's Library with some flexibility required around rostered hours including working late nights and weekends.

Key Relationships / Customers

External	Internal
Members of the public	Library Staff
Consultants	All TDC Staff
Contractors	
Providers	
Counterparts of other territorial authorities	

Position Responsibilities

Your general duties include those outlined in this position description and may be reviewed and updated from time to time in consultation with you. You will also be required to undertake any other duties that are within your ability to perform, if asked to do so.

1. Contribute to the delivery of effective and responsive library services by providing friendly, prompt and professional customer service.
2. Help users to access and use library services through circulating materials, finding information, maintaining collections and instructing on use of resources.
3. Undertake circulation routines e.g. check in, check out of items, shelving, shelf tidying, book display.
4. Carry out shelf checks on a regular basis, checking for items that are miss-shelved or in need of repair.
5. Register and update members.
6. Undertake cash handling, opening and closing procedures.

7. Assist with maintaining collections e.g. processing, mending.
8. Carry out general duties associated with the provision of services to children, adults and teens.
9. Call customers to advise when inter library loans are available.
10. Process overdue and invoicing of lost books.
11. Assist customers looking for materials on the shelves, needing assistance on the online catalogue, APNK computers and circulation desk.
12. Respond to customer email enquiries.
13. Prepare documents specific to programmes within the library using Word, Excel and other computer tools.
14. Maintain the general appearance of the public areas of the library; including but not limited to: display maintenance and tidying of the reading areas.
15. Help plan and participate in special programmes, such as used book sales and outreach programmes e.g. housebound, author talks, school visits and school holiday programmes.
16. Undertake other general library assistant duties.
17. Take positive action to deal with disruptive or problem patrons.
18. Provide high quality customer services with energy and commitment.
19. Undertake training and personal development as required.
20. Actively engage in setting own goals and objectives.
21. Assist with other duties as reasonably required by the Adult Services Team Leader and Youth Services Team Leader.
22. Take responsibility for ensuring Council information, data and records are stored with appropriate accessibility in designated systems, using processes and tools as described in the current Information Management Policy.
23. Actively contribute to health, safety and wellbeing through working safely, taking responsibility for keeping self and colleagues free from harm, reporting all incidents and hazards promptly and knowing what to do in the event of an emergency.
24. Be actively involved in Civil Defence Emergency Management when required.

25. Live the COSI values; Customer Focus, One Team, Success and Integrity and consciously support a team culture that is consistent with the overall organisations values and above the line behaviours.
26. Commitment to the principles of the Treaty of Waitangi.

Formal Qualifications / Training / Experience

Minimum Qualification	NCEA Level 3 or equivalent.
Desired Qualification	Hold (or be working towards) a recognised professional library qualification.
Minimum Experience	12 months relevant experience.
Desired Experience	24 months plus relevant experience in a similar role.
Mandatory Training requirements (these may be reviewed and updated from time to time)	First Aid.

Key Competencies / Skills / Knowledge

- Be a committed team player with a commitment to high quality library service.
- Ability to work independently, unsupervised and in a team environment.
- A flexible approach to change and a desire to embrace the opportunities arising from changes in the library field.
- Working knowledge of library methods and procedures.
- Good keyboard and computer skills.
- To be confident and up-to-date with information technology and with adopting new technologies.
- To be able to assist the public in the use of new technologies.
- Good numeracy and literacy skills.
- The ability to work quickly and accurately.
- Organisational and time management skills.

- Cash handling skills.
- Excellent interpersonal and communication skills.
- Willingness to maintain skills and embrace new training opportunities.
- Physical fitness and stamina suited to a busy customer service environment and the handling of a large numbers of books and other library items.
- High level of honesty, integrity, confidentiality and a trustworthy manner.
- Be available to work in with the library hours and covering some late night shifts.
- Current drivers licence.

 Adele Hewlett
Libraries Manager

Library Assistant - Timaru

Date

Date