CENTRAL OTAGO DISTRICT COUNCIL

JOB DESCRIPTION

POSITION	**:**	**Digital Services Librarian**
REPORTS TO	**:**	Alexandra Library Team Leader
LOCATION	**:**	Alexandra (District Wide)

PRIMARY OBJECTIVE

Along with routine library duties, the Digital Services Librarian is responsible for the development and delivery of programmes and activities to enhance the digital literacy for the Central Otago community, to coordinate website and social media content and to liaise with our Library Management Systems provider.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Frontline customer service
2. Development and delivery of digital programmes e.g. Stepping Up
3. Development and delivery of training for library staff and customers in use of digital platforms e.g. PressReader and BorrowBox
4. Develop and maintain a thorough understanding of the Library Management System
5. Coordinate and update website content
6. Coordinate social media posts
7. Source and evaluate new resources for the shared library service
8. Any other duties as deemed necessary from time to time

KEY RESULT AREAS

Key result areas have been identified to assist in formulating performance objectives. The duties of the position are being carried out to a satisfactory standard when:

1. All duties to be performed to a high level following CODC policies
2. Increase a variety of programmes throughout the District
3. Ensuring that the Library staff have the expertise to support customers utilising digital services
4. Able to trouble shoot/ communicate problems with the Library Management System in a timely manner
5. Maintains and updates Central Otago Libraries content on the shared website
6. Liaises with the CODC communications team
7. Regularly researches and reviews new resources for our shared online library

DELEGATIONS

Makes decisions within the authority delegated by the Alexandra Library Team Leader and the Executive Manager – People and Culture.

RELATIONSHIPS

External	Internal
Queenstown Lakes Libraries	Chief Executive Officer
Website provider	Executive Manager – People and Culture
Digital Inclusion Alliance Aotearoa	Collection Development Manager
Community groups	Library Team
Public	Communications team
Library Management System provider (Kōtui)	All Staff
New Zealand Library Community	Elected Members

PERSONAL QUALITIES AND QUALIFICATIONS

Experience/Knowledge

- A tertiary level Library qualification or equivalent in a related area such as in education, information technology, marketing and/or communications is an advantage
- Experience in customer services, digital resources or education and training

Specific Skills

- The ability to plan and deliver programmes to a broad age range
- The ability to work within a team
- Well versed in technology and online platforms
- An interest in coding and STEAM programmes
- Comfortable speaking to groups
- Experience in customer service or community service roles
- Innovative – imagines new and different futures that may lead to changes in how thigs are done
- Current Drivers Licence

Personal Qualities

- Friendly and outgoing
- Sense of humour
- Excellent communicator
- Patient and supportive
- Honest
- Organised and tidy
- Self-motivated and keen to learn new skills
- Positive attitude
- Adaptable
- Punctual
- Ability to think outside the box
- Problem solving skills
- Work with a minimum of supervision
- Well-presented professional image
- Ability to promote the desired image of Central Otago District Council through good public relations

CORPORATE VALUES PROPOSITION

What we mean

COURAGE is demonstrated strength, commitment and desire by you and the team

BEST is better than good, the best you and we can be; effective, efficient and responsible

EVERY WAY is everything you and we do, say and deliver

EVERY DAY is all of the time, on the good days and through the tougher times

OUR WAY IS
Epic Customer Experience
Clear Expectations of the Individual
Amazing Organisational Performance
Clear Sense of One Team and a Shared Purpose

CENTRAL OTAGO
DISTRICT COUNCIL