

CENTRAL OTAGO DISTRICT COUNCIL

JOB DESCRIPTION

POSITION	:	Library Assistant
REPORTS TO	:	Service Centres and Libraries Manager
LOCATION	:	Clyde/Alexandra

PRIMARY OBJECTIVE

To fulfil the requirements of Library Service and provide a prompt, helpful and friendly service.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. To answer all enquiries for information through the appropriate media.
2. Use appropriate resources to ensure customers are satisfied and provide feedback.
3. Be conversant in and adhere to all Library policies and procedures.
4. To maintain high standards of library shelving and a tidy safe environment.
5. To accurately 'check-in' and 'discharge' library materials, watching the screen.
6. Cash handling.
7. To ensure the reservation system is managed to a high standard.
8. To encourage Library to engage with the local schools for the Clyde Library.
9. To liaise effectively and maintain sound working relationships with key stakeholders in the wider Library network.
10. Liaise with the Collections Development Manager in providing relevant collection recommendations, stocktake and collection management for the Clyde Library.
11. Be conversant in "Cataloguing" rules and ensure quality control to maintain high standards.
12. Have a good understanding of the library system and ensure that applications are up-to-date as well as liaise with QLDC / CODC staff with technical requirements as and when required.
13. Compile reports on the library performance for the Clyde Library as and when requested.

14. To maintain confidentiality of Library customer information.
15. Participate in staff training and meetings.
16. Ensure that all Health and Safety requirements are met.
17. Other work as required from time to time at the request of the Service Centres and Libraries Manager or the Executive Manager - Corporate Services.

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. A friendly and customer oriented service provides customer satisfaction.
2. Tasks completed without supervision, within the required timeframes to a high level of efficiency and accuracy.
3. All reports requested are accurate and presented professionally and in a timely manner.
4. Achieve high levels of communication.
5. The 'hold' items are dispatched in a consistent and timely manner.
6. Computer problems are dealt with promptly.
7. The Library is tidy and resources are shelved correctly.
8. Motivated to improve ones' effectiveness.
9. All incidents and accidents are reported and dealt with appropriately and all staff follows health and safety requirements.
10. A safe environment is provided to staff and library users.
11. Prioritise duties.

DELEGATIONS

Makes decisions within the authority delegated by the Service Centres and Libraries Manager or the Executive Manager - Corporate Services.

RELATIONSHIPS

External

All Public
Schools
Branch libraries
Interloan libraries

Internal

Chief Executive Officer
Executive Manager - Corporate Services
Service Centres and Libraries Manager
Staff

PERSONAL QUALITIES AND QUALIFICATIONS

Experience/Knowledge

- Library experience essential
- Good general knowledge, an interest in books and reading
- Experience in a customer service situation preferred
- Experience in Children's Librarianship preferred

Specific Skills

- Customer focus
- Communication - written and oral
- Computer literate
- Ability to deal with "difficult" customers
- Ability to work as part of a team and independently
- Ability to work accurately and quickly
- Hold a current driver's license

Personal Qualities

- Friendly
- Courteous
- Honest
- Conscientious
- Team skills
- Sense of humour
- Able to prioritise
- Motivated
- Enthusiastic
- Initiative
- Punctual
- Ability to work with a minimum of supervision



OUR STAFF VALUES



Be Respectful

- Listen to learn and understand
- Respect our differences
- Act with integrity
- Be patient and kind



Work together

- Collaborate
- Communicate
- Cooperate
- Think across the organisation



Be courageous

- Speak up
- Deliver the best
- Take smart risks
- Be open to change



Me manaaki tētahi ki tētahi, me pakihiwitahi te tū – kia haere tahi ai tātou

Respect each other, stand shoulder to shoulder - So that we may travel on this journey together