

CENTRAL OTAGO DISTRICT COUNCIL

JOB DESCRIPTION

POSITION	:	Library Assistant
REPORTS TO	:	Maniototo Library Team Leader
LOCATION	:	Ranfurly

PRIMARY OBJECTIVE

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

PRINCIPAL DUTIES AND RESPONSIBILITIES

Circulation

1. To maintain high standards of library shelving and a tidy safe environment.
2. To accurately 'check-in' and 'discharge' library materials, watching the screen, and assist with overseeing the self-check system.
3. Assisting with overdue queries, taking money, and dealing with complaints and suggestions.
4. Answering reference enquiries, giving directional assistance.
5. Processing reserves and ensuring the reservation system is managed to a high standard.

Membership

6. Enrolling new members and introducing them to available services and the library layout.

Collection Maintenance

7. Collecting and processing daily newspapers as required.
8. Processing new materials and mending damaged stock.

Children's and Young Adults' Services

9. Assisting with the attractive presentation of the Children's and Young Adult's collections.

Operational

10. To answer all enquiries for information through the appropriate media – ie: phone, email
11. Be conversant in and adhere to all Library policies and procedures.

12. Participate in staff training and meetings.
13. Cash handling when required.
14. Helping patrons use and resolve problems with the photocopier, Opac, Internet and CD Rom as required.
15. Develop 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.

Customer Service

16. Use appropriate resources to ensure customers are satisfied and provide feedback.
17. Functioning as a team responsible for the front-line customer service of the Library, dealing with patrons both in person and by telephone.
18. To maintain confidentiality of Library customer information.

Health and Safety

19. Ensuring the building is secure and all Health and Safety requirements are met

Other

20. Other work as required from time to time at the request of the Maniototo Library Team Leader, Service Centres and Libraries Manager, Collections Development Manager and 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. To ensure all programmes are organised regularly, efficiently and of a high standard.
8. The Library is tidy and resources are shelved correctly.

9. Motivated to improve ones' effectiveness.
10. All incidents and accidents are reported and dealt with appropriately and all staff follows health and safety requirements.
11. A safe environment is provided to staff and library users.
12. Prioritise duties.

DELEGATIONS

Makes decisions within the authority delegated by the Library Team Leader.

RELATIONSHIPS

External

Ratepayers
Public
Branch libraries
Interloan libraries

Internal

Chief Executive Officer
Executive Manager - Corporate Services
Service Centres and Libraries Manager
Library Team Leader
Collections Development Manager
Staff

PERSONAL QUALITIES AND QUALIFICATIONS

Experience/Knowledge

- Good general knowledge, an interest in books and reading
- Experience in a customer service situation preferred

Specific Skills

- Customer focus
- Communication - written and oral
- Computer literate
- Ability to deal with "difficult" customers
- Team player
- Ability to work accurately and quickly

Personal Qualities

- Friendly and courteous
- Honest and use initiative
- Conscientious
- Team skills
- Sense of humour
- Able to prioritise
- Motivated and enthusiastic
- Punctual
- Ability to work with a minimum of supervision

CORPORATE VALUES PROPOSITION



OUR WAY

COURAGE TO BE THE BEST IN EVERY WAY EVERY DAY

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