

# WAIKATO DISTRICT COUNCIL

## POSITION DESCRIPTION

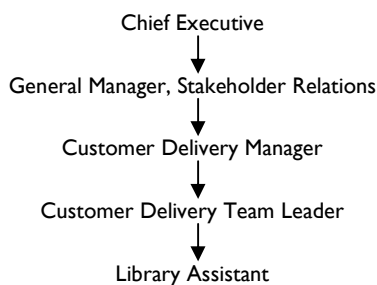


**Job Title:** Library Assistant (Full time, Part Time, Casual)  
**Reports To:** Site Librarian  
**Date:** February 2009

### PRIMARY PURPOSE

Actively support the librarian in the delivery of customer-focused library services including reference searches, circulation duties, collection management, and maintenance, or any other task required to ensure the Library operates to the desired standard

### POSITION IN ORGANISATION *(show where this position sits in the organisation)*



### DELEGATIONS OF AUTHORITY

NIL

### LEVEL OF BUDGET MANAGEMENT

NIL

### ORGANISATION JOB CONTEXT *(describe the job as it fits within the overall context of the organisation)*

The position is responsible for:

Actively supporting the Site Librarian in the day-to-day operations of the site Library.

This includes but is not limited to:

- Recommending and using new ways to streamline functions, remove waste and avoid duplication.
- Delivering high quality services to our customers.
- Actively supporting the 'enquiry management' approach by being responsive to, and taking ownership of requests that resolve customer's queries and issues.
- Supporting customers through regulations and legislation while still meeting legal requirements.
- Building successful working relationships with peer and colleagues.

The staff member will work closely with their Manager and peers to ensure cross organisation teams are successful, policies and procedures are implemented, budgets and timeframes are met and organisational behaviours are demonstrated.

### JOB ENVIRONMENT *(describe the legislation, rules, instructions and procedures the position holder needs to work within)*

Waikato District Council Libraries has an internal staff manual that incorporates processes, desk manual, staff guidelines, standards, in-house policies etc. Staff are expected to actively contribute to reviewing processes, policies etc and to make recommendations for improvements to systems. Changes to systems are made when an agreement is reached at monthly site librarian's meetings.

### KEY FUNCTIONAL RELATIONSHIPS AND SKILLS

#### Internal

Who	Nature/Skills Required	Frequency
Council and Committees	Providing information as required	M
Executive Team members	Providing information or input when required	W
Manager or Team Leader	Providing feedback, discussion about workload, issues	D
Staff Members	Providing feedback, discussion about workload, issues	D

#### External

*(Insert position title) – (insert month and year)*

<b>Who</b>	<b>Nature/Skills Required</b>	<b>Frequency</b>
Customers/Residents	Ensuring needs are satisfied	D

**Describe the highest levels of communication or influencing skills required**

- Ensuring effective working relationships with peers, managers and customers so that work can be carried out on time and within budget.
- Support others, or write themselves reports on key issues for the Executive Team or Council.
- Helping customers with enquiries.
- Liaising with customers regarding overdue fees.

**WORK COMPLEXITY** (describe the most challenging duties typically undertaken)

- Contributing to the culture at Council, by demonstrating behavioural competencies and encouraging others to do the same.
- Make customers and the wider Council the focus in daily work.
- Being able to deal with customers who are agitated, sometimes under the influence of drugs and alcohol in a positive way.
- Being able to decipher customer's enquiries/needs, from a vague enquiry into specific subject area and to deal effectively with their enquiries.
- Teaching customers to use the Internet to source validated resources for their use, with confidence and to use the electronic resources that Waikato District Libraries subscribe to.

**PERSON SPECIFICATION** (describe the expertise required for the role at 100% fully effective level. This may be a combination of knowledge, experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies)

**Qualifications/Knowledge/Skills/Experience**

<b>Essential</b>	<b>Desirable</b>
Sixth form certificate in English or NCEA Level 2 Proven record of quality customer service provision Effective communication/public relations skills Proven aptitude for reference and information work Sound Knowledge of library operations and procedures Cash handling Self motivation Bi-cultural awareness Good fit with Council values High level of computer literacy Accountable and responsible Business and quality improvement focused Customer Driven Supports an integrated team e.g. whole of Council An understanding of Health and Safety and willingness to support related activities in the workplace. Flexibility and willingness to commit to the delivery of results.	Experience working in a related position within Local Government Broad knowledge of Local Government issues Diploma in Information & Library Studies or NZ Library Studies Certificate At least one year post qualification experience Organisation and teamwork skills Problem solving skills Time management – prioritising Meeting deadlines Knowledge of technology Competent user of Microsoft Word

**KEY RESULT AREAS** (describe the major key result areas for the position and the broad performance standards for these)

<b>Position holder is accountable for</b>	<b>Indicators of success:</b>
Financial Accountability	<ul style="list-style-type: none"> <li>- Work is carried out within allocated budgets.</li> <li>- Red flags are identified and raised with the Manager.</li> <li>- All work is charged for where appropriate.</li> <li>- Provides useful and timely financial information about their area.</li> <li>- Advice is sought to work through financial issues to ensure the full impact is realised.</li> </ul>
Health and Safety	<ul style="list-style-type: none"> <li>- Participates in their health and safety responsibilities.</li> <li>- Accident and incident reporting is carried out in an accurate and timely fashion.</li> <li>- Participates in health and safety induction and training as required.</li> <li>- Takes responsibility for correctly using PPE for their position.</li> <li>- Implement changes resulting from audits and investigations as required.</li> <li>- Demonstrates compliance with Health and Safety requirements.</li> <li>- Actively supports health and safety initiatives.</li> </ul>
Corporate Contribution	<ul style="list-style-type: none"> <li>- They actively support and model the organisation's behavioural competencies.</li> <li>- They contribute to organisational projects in a positive and constructive manner.</li> <li>- Take personal responsibility for discussing their professional development and performance with</li> </ul>

(Insert position title) – (insert month and year)

	<p>their manager.</p> <ul style="list-style-type: none"> <li>- Willingly works across the organisation to ensure customer's needs are met and Council is successful.</li> <li>- Use effective project management and planning methodologies when required.</li> </ul>
Customer Service	<ul style="list-style-type: none"> <li>- Customer Satisfaction.</li> <li>- Survey 3 times per annum</li> <li>- Customer feedback is positive.</li> <li>- Procedures are followed at all times</li> <li>- Policies explained to customers.</li> <li>- Quality check by peer or Librarian.</li> <li>- Stock easily retrieved by staff and customers</li> <li>- Satisfaction as expressed by the Huntly Librarian</li> <li>- Statistics are accurate</li> </ul>
Cash Handling	<ul style="list-style-type: none"> <li>- Cash handling is accurate.</li> <li>- Financial records are accurate.</li> <li>- Cash balances with till, cash secured overnight</li> <li>- Accurate records collated</li> </ul>
Processing new stock and stock maintenance	<ul style="list-style-type: none"> <li>- Library's stock is processed to a high standard</li> <li>- Customer's requirements are satisfied</li> <li>- Quality check by site librarian</li> <li>- Stock is maintained in a clean and tidy condition</li> </ul>
Data entry	<ul style="list-style-type: none"> <li>- Accurate data entry</li> </ul>
Publicity and promotion	<ul style="list-style-type: none"> <li>- Collections are promoted</li> <li>- Displays are mounted regularly</li> <li>- Customer satisfaction survey</li> </ul>
Provision of bi-cultural services	<ul style="list-style-type: none"> <li>- Customer satisfaction survey 3 times per annum</li> </ul>
Special Projects; Summer Reading Programme; Inventory; Toddler Time	<ul style="list-style-type: none"> <li>- Participation in special projects</li> <li>- Support Toddler Time coordinator as required</li> <li>- Oversee shelving and ensure that it is complete before closing</li> <li>- Site librarian/District librarian informed of issues</li> </ul>

<b>KEY BEHAVIOURAL COMPETENCIES</b> <i>(describe the major behavioural competencies for the position and the broad performance standards for these)</i>	
<b>Position holder will be</b>	<b>Indicators of success:</b>
Accountable and Responsible	<ul style="list-style-type: none"> <li>- Owns up to mistakes, understands why mistakes have occurred and identifies ways to prevent mistakes occurring again.</li> <li>- Takes full ownership of tasks so that they are completed as well as possible and that the best possible customer service (internal and external) is achieved.</li> <li>- Works with manager to set realistic goals and timeframes and achieves these.</li> <li>- Works within agreed delegation of authority.</li> <li>- Takes control of own performance and development by pursuing opportunities and taking on board feedback received.</li> <li>- Works with manager to ensure they are meeting performance goals and timeframes and takes actions to remedy this where required.</li> </ul>
Business and Quality Improvement Focus	<ul style="list-style-type: none"> <li>- Finds ways to review and improve processes.</li> <li>- Contribute to a quality and continuous improvement culture.</li> <li>- Makes suggestions for improvement.</li> <li>- Supports team members who make improvement suggestions.</li> <li>- Delivers the highest quality products and services, which meet the needs and requirements of customers.</li> <li>- Takes the time to learn about methods for improving.</li> <li>- Able to adapt to quality or improvement changes where necessary.</li> </ul>
Customer Driven	<ul style="list-style-type: none"> <li>- Contributes to a culture focused on customer delivery.</li> <li>- Understands who their customers are and what their needs are.</li> <li>- Uses the needs of the customer to develop and apply systems and practices that make it easy for the customer.</li> </ul>

*(Insert position title) – (insert month and year)*

	<ul style="list-style-type: none"> <li>- Works with other staff members to resolve customer's queries and issues.</li> <li>- Ensures customers understand the need for Council to have and follow rules, processes and procedures.</li> <li>- Establishes and maintains effective relationships with customers and gains their trust and respect.</li> <li>- Builds relationships by being positive, respectful and using a professional attitude with all customers.</li> <li>- Understands the role of enquiry managers and where necessary supports them to provide high quality customer service.</li> <li>- Owns the customers problem.</li> </ul>
Integrated Team Member	<ul style="list-style-type: none"> <li>- Willingness to help other people and teams across the organisation.</li> <li>- Builds successful workplace relationships by working co-operatively with others.</li> <li>- Uses workplace relationships to help resolve issues.</li> <li>- Keeps people informed and delivers on promises made.</li> <li>- Actively contributes to the team by looking out for others, supporting and empowering them and celebrating the success of others.</li> <li>- Is enthusiastic and actively contributes to WDC being a great place to work</li> </ul>

**Notes about Position Descriptions:**

- The above performance standards are provided as a guide only.
- Precise performance measures for this position will be discussed between the position holder and their manager through the performance review process.
- From time to time it may be necessary to consider changes in the position description in response to the changing nature of the work environment, which includes technological and statutory change.
- This position description may be reviewed as part of the preparation for performance review process.

**HEALTH AND SAFETY – HAZARDS**

Please see below a list of hazards deemed to affect this position. Hazards can be deleted if not applicable or added if they are relevant to the position.

<b>TASKS</b>	<b>HAZARDS</b>	<b>CONTROL MEASURES</b>	<b>PERSONAL PROTECTIVE EQUIPMENT</b>
Office Work	Trip hazards Slip hazards Environmental hazards Workplace hazards	Awareness training Workplace reviews	
Personal Interaction	Stress Abuse Physical violence	Self defence training Negotiation and conflict resolution training	
Repetitive Action	Workstation discomfort Physical discomfort	Awareness training Workstation assessments Information and advice Rehabilitation programmes	Mouse pad Wrist support Keyboard wrist support Footrest
Stressful Work	Mental and physical degradation	Relief techniques training targeted at specific causes.	Workplace support
Telephone Interaction	Stress Abuse	Negotiation and conflict resolution training Phone technique training	