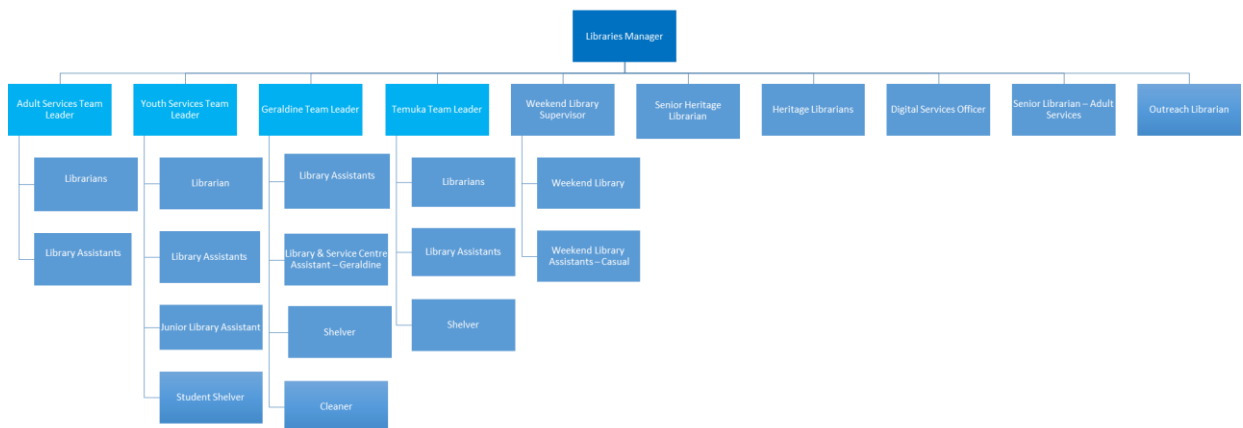


Position Description: Library Assistant - Geraldine

| | |
|------------------------------|--|
| Business Group | Community Services |
| Reports To | Team Leader Geraldine Library and Service Centre |
| Direct Reports | Nil |
| Date | February 2024 |
| Budget Responsibility | Nil |
| Financial Delegation | Nil |

Business Group Structure



Business Group Purpose

The Community Services Group encompasses Council’s Recreation and Cultural Facilities and Customer Services, User Experience, and Community Engagement portfolios and plays a key role in the delivery of recreation, cultural, and heritage

services to the community to support the Council’s delivery of community outcomes and wellbeing’s.

This Group is responsible for leading the delivery of user experience and communications to all users of Council services, district residents, and ratepayers to support the delivery of community wellbeing’s under the Local Government Act 2002.

In addition, the Community Services Group is responsible for the delivery of community initiatives, development and delivery of user experience initiatives, events, and services that support various strategic Council objectives and goals including a number of longer-term capital expenditure projects and community engagement initiatives.

Purpose of the Position

The Library Assistant reports to the Team Leader for duties associated with the delivery of quality library and service centre services and the successful and effective operation of the Geraldine Library and Service Centre.

The position is based at the Geraldine Library and Service Centre but may include occasional duties at the Temuka Library/Service Centre and Timaru Library.

Key Relationships / Customers

| External | Internal |
|-------------------------|-----------------|
| Members of the public | Library Staff |
| Other Local Authorities | All TDC Staff |

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.

Library

1. To contribute to the delivery of effective and responsive library services.

2. To help users access and use library services through circulating materials, finding information, maintaining collections and instructing on use of resources.
3. To carry out assigned duties associated with the operation of the libraries and with the delivery of specific library services.

Service Centre

1. To provide an efficient, informed service to customers on all matters concerning Council while maintaining high standards of customer service.
2. This position shares responsibility with the other Geraldine staff, including responsibility for the maintenance of records, in particular the processing of all cash payments, LIM co-ordination, dog registration, cemetery records, rate direct debits, three bin system enquiries customer requests management and the maintenance of the Timaru District Council's Name and Address Register.

Other

1. Provide an accurate, friendly, prompt and professional service to all customers.
2. Complete circulation routines e.g. shelving, shelf tidying and resource displays.
3. Assist the public in the use of resources, services and technology.
4. Provide high quality lending and information services in both print and digital formats.
5. Assist with maintaining collections e.g. processing and mending.
6. Complete general library assistant duties associated with the provision of library services.
7. Be proactive in increasing personal knowledge of Council's policies, plans and activities and the responsibilities of other staff within the organisation.
8. Attain a high level of operation and understanding of the Council's software and record systems to enable the delivery and maintenance of quality information.
9. Fully participate in the shared delivery of service centre functions including LIMs, cemetery burials, health licences, rating enquiries, three bin system enquiries, dog registrations, and the customer request management reporting system.

10. Provide for the proper accounting for all cash handling.
11. Complete opening and closing procedures.
12. Prepare documents specific to programmes within the library using Word, Excel and other computer programmes.
13. Actively engage in setting own goals and objectives.
14. Assist with other duties as reasonably required by the Team Leader Geraldine Library and Service Centre.
15. 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.
16. 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.
17. Be actively involved in Civil Defence Emergency Management when required.
18. 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.
19. 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

- Effective communication with team members and be a team player with a commitment to high quality customer service.
- Excellent interpersonal and communication skills, able to run public events and children's programmes.
- A flexible approach to change and a desire to embrace the opportunities arising from changes in the library field.
- To be confident and up-to-date with information technology and with adopting new technologies.
- To be able to work under pressure.
- To be available to work in with the library hours and covering some late night and Saturday shifts.
- Adhere to the reporting structure in the Geraldine Library and Service Centre environment and Timaru District Libraries.
- Physical fitness and stamina suited to a busy customer service environment and the handling of a large numbers of books and other library items.
- Cash handling skills.
- Good literacy and numeracy skills.
- High level of honesty, integrity, confidentiality and a trustworthy manner.
- Hold a current full driver's licence.

Libraries Manager

Library Assistant - Geraldine

Date

Date