



POSITION DESCRIPTION

Team Librarian

Reports to	Digital Services Librarian / Customer Services Librarian / Children's & Youth Librarian
Location	Masterton District Council
Vision	Masterton District Council to build and maintain a reputation for providing superb service and excellent community support.
Values	A – Accountability C – Creativity T – Teamwork I – Integrity O – Open communication N – No excuses S – Service
Treaty of Waitangi	Masterton District Council is committed to the principles of the Treaty of Waitangi, particularly those of partnership, participation and protective protection, and recognises Tikanga Maori values as being the key to Maori outcomes that are appropriate, accessible and affordable. There is an expectation that the principles will be applied in a measured and reasonable manner.
Recruitment Salary Range	\$40,000 to \$50,000 per annum, dependant on experience

Position Overview

Primary Function of Position	The primary purpose of this role is to provide high quality customer service and support to Library and Archive customers, and the broader community. Work is focused on supporting the day to day operations of the library including the provision of technical services such as orders, selection, requests, reservations, processing and cancelling. Additionally circulation desk processes are supported as well as participating in team operations and projects, and the promotion of the library service to our community.
Responsibilities	<ul style="list-style-type: none"> • To provide high quality service to all Library users at the Customer Service / Circulation desk, including the provision of technical services such as orders, requests and processing. • To participate in special projects and programmes that meet the needs of library users. • To undertake designated Library and Archive team operations and support special projects and programmes that enhance the user experience. • To use technical knowledge to support the promotion of library services, including through quality presentations and displays.

Budget	N/A
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Key Relationships

Direct Reports	N/A
Others	Library and Archive customers Community Groups Service providers SMART staff Council staff

Accountabilities

KEY RESULT AREAS	EXPECTED OUTCOMES
Customer Service / Circulation Desk	<ul style="list-style-type: none"> • A role in is taken in the delivery of quality circulation desk processes and excellent customer service is provided. • All processes are cleared by end of shift and messages passed on to next shift. • Enquiries are responded to efficiently or directed to an appropriate officer. • Patrons are guided in the use of the catalogue, Internet services, library services and equipment. • Knowledge of the collection is maintained to provide research, guidance instruction and assistance to patrons. • SMART reservations are processed regularly and items not located advised appropriately. • SMART borrower queries and issues are responded to according to SMART policies.
Library Presentation, Promotion and Display	<ul style="list-style-type: none"> • Assigned library shelving is up to date and items are correctly shelved, according to the shelving routines policy, and available. • Shelving areas not assigned or those under heavy demand are monitored and acted upon when required. • Displays have appropriate items added and are renewed regularly. • Promotion opportunities are recognized, acted upon, and quality information supplied.
Special Projects / Programming	<ul style="list-style-type: none"> • Special projects are successfully implemented and meet the needs of the users. • Library programmes are well planned, prepared and delivered on time. • Library projects and programmes are evaluated

	and meet the performance measures for customer satisfaction.
Designated Library Team Operations	<ul style="list-style-type: none"> • Communication within the library operating team is effective and contributes to quality outcomes. • Relevant skills of team members are recognised and supported. • Opportunities for self-development are recognised and taken advantage of. • Team operations relate to the needs of the user, the service and the effectiveness of the organisation and deliver quality outcomes.
Health, Safety and Risk	<ul style="list-style-type: none"> • Ensures own and others safety at all times • Complies with policies, procedures and safe systems of work • Reports all incidents/accidents, including near misses, in a timely fashion • Actively participates in the hazard management and identification process • Escalates risk as per the Risk Management Policy.
Other Duties	<ul style="list-style-type: none"> • Participate in, and lead, projects as required by the Library Manager. • Any other relevant tasks may be undertaken as required by the Library Manager.
To act within legal boundaries and the Masterton District Council policies	<ul style="list-style-type: none"> • Ensure that all records are maintained accurately and in accordance with legislation and Masterton District Council policy • Provide appropriate information in accordance with the Privacy Act, other relevant legislation and Masterton District Council policy.

Person Specification

Education and Qualifications	<p>Library Studies Qualification (NZ Dip. ILS) or equivalent, or a willingness to study for library qualifications.</p> <p>Previous public library experience.</p> <p>Knowledge of digital and technical services for public libraries including Library Management System, Website services, social media and information services.</p> <p>Proven customer service experience.</p> <p>Knowledge of Microsoft operating systems and Microsoft Office.</p> <p>Excellent general knowledge and awareness of current affairs is an advantage.</p>
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Key Job Competencies	<ul style="list-style-type: none"> • Ability to communicate with customers and staff courteously and effectively, and maintain strict confidentiality. • Critical thinking skills – using logic and reasoning to identify alternative solutions or approaches to problems. • Ability to understand and interpret information and policies and to use written and oral expression to communicate information and ideas so others will understand. • Ability to work closely with others to achieve quality service delivery. • Ability to develop and maintain constructive and cooperative relationships in a team.
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Performance Development Review

An initial review of performance will be conducted after three months, with an annual performance development planning session annually thereafter. This is in the context of regular discussions and a ‘no surprises’ annual review.

Acceptance

Acceptance of the position implies acceptance of the position description:

Position Title	
Signature of Employee	
Date	

Appendix: Supplementary information for Team Librarian positions.

Digital Services

Tasks are carried out under the Digital Services Librarian. Working arrangements are managed by the Customer Services Librarian in liaison with the Digital Services Librarian.

Knowledge of digital services including databases, Microsoft operating systems, social media services, mobile devices, and, software and applications. Awareness of trending technologies and their application in public libraries.

Archives

Tasks are carried out under the District Archivist. Working arrangements are managed by the Customer Services Librarian in liaison with the District Archivist.

Knowledge of local history, cataloguing principles, archive records, arrangement and description.

Children and Youth Services

Tasks are carried out under the Children's and Youth Services Librarian.

Knowledge of library services for children and youth, children's literature and current trends in information technology and the use of technology by youth.

Acquisitions and Cataloguing

Tasks are carried out under the Customer Services Librarian and the Acquisitions Librarian.

Knowledge of library management system acquisitions and cataloguing programmes, RDA cataloguing, management of authorities and Library of Congress subject headings.

Homebound

Tasks are carried out under the Librarian Housebound and Interloans.

Knowledge of the homebound and staff search functions of the Library Management system and the arrangement and collections of the library.