

POSITION DESCRIPTION



Job Title:	Library Assistant Digital Services
Responsible To:	Manager – Te Tāhuhu o Te Rangi
Directly Responsible For:	None
Position Purpose:	<p>This job exists to:</p> <ul style="list-style-type: none"> • Support the library manager in the delivery of library services so that high quality, modern, customer focussed services are provided to our unique communities. • Promote Te Tāhuhu o Te Rangi as a community hub and contributes to the ongoing transformation of ŌDC public facilities. • Provide the library manager with constructive contributions for the development of library services and facilities. • Ensure a culture of excellent internal and external customer service and customer satisfaction. • Implement agreed plans for the delivery of accessible, innovative and customer focussed library services.
Date:	November 2024

ORGANISATION CONTEXT



IMPORTANT FUNCTIONAL RELATIONSHIPS

External

General Customers
 Service Providers
 Vendors and Suppliers
 Iwi/Hapū groups
 Professional Networks
 Police

Internal

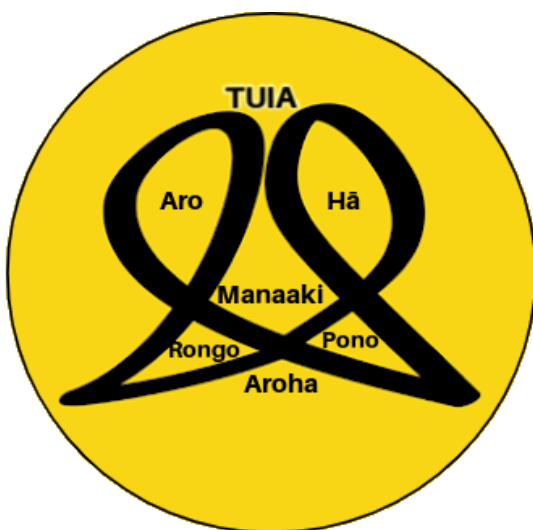
All managers
 Internal Partnerships
 Contractors
 Other Council staff as required

ROLE OF TE TĀHUHU O TE RANGI – Ōpōtiki District Library Services

The library supports and leads equal access and informed context to information, knowledge and recreation for all our people in the Ōpōtiki district to access resources, read, learn, connect and feel they belong.

Te Tāhuhu o Te Rangi serves Ōpōtiki's urban and rural communities by providing a welcoming space and loanable resources. Our professional team of staff work with our collections including research materials and databases, books, DVDs, magazines, movie streaming and eBook platforms, as well as other online resources. Publicly available 24hr free Wifi internet in and surrounding the site, in addition to free access to computing equipment so that people can live, learn and create in the digital world.

Te Tāhuhu o Te Rangi was officially opened in 2021 and now offers Ōpōtiki residents and visitors with tech devices and educational tools within its Makerspace as well as bookable meeting rooms. The building also houses a collection of commissioned, and for sale, local art.



The design and development of Te Tāhuhu o Te Rangi tohu (symbol) was a collaborative effort, incorporating our three key values of manaaki,

rongo and pono, with our three key principles of aro, hā and aroha: all woven together. Our tohu was introduced in 2018 to be used for our library app. The tohu is derived from the founding legend of Tārawa and his arrival at Paerātā with his two pet fish from afar – ngā Pōtiki mai Tawhiti. The design incorporates the flow of curiosity, learning and knowledge. The continuous line reminds us that learning is a continual process – no beginning or end but a life-long journey. We acknowledge Anita Kurei-Paruru and Heather Hunt for their collaboration in the tāhanahana design. Our values have seamlessly been developed within this tohu visually and guides our library's rautaki (strategy) and everything we do in Te Tāhuhu o Te Rangi.

KEY RESULT AREAS

The position of **Library Assistant Digital Services** encompasses the following key tasks:

Jobholder is accountable for	Jobholder is successful when
<p>Customer service</p> <ul style="list-style-type: none"> • Ensuring customers receive excellent service • Assisting in the planning and delivery of library programmes and activities • Providing instruction and guidance so customers can use library services • Promoting library services • Documenting library procedures • Assisting the team in facilitating and promoting the technical equipment in the Makerspace and improving customer satisfaction in this area. 	<ul style="list-style-type: none"> • Internal and external customers are satisfied with the service received • Programmes and events are successful • Proactive instruction and support are provided to library users • Initiates library promotions and marketing (displays/social media/presentations) • Consistently delivering proactive library services advice to customers • Contributing to the development, maintenance and communication of library policies and guidelines. • Better ways of doing things are regularly identified to improve customer satisfaction and understanding of what we provide in response to community needs.
<p>Delivery of modern library services</p> <ul style="list-style-type: none"> • Maintaining a high level of awareness in contemporary library services – including digital, youth, technical programming • Maximising resources and systems for better community outcomes • Contributing to the logistics of the transition to modern library services • Using research and statistics to guide your decision-making • Bringing a high level of accuracy and attention to detail 	<ul style="list-style-type: none"> • Personal knowledge and skills are progressive and utilised effectively to support library services • Contribution is made to library systems and a high degree of expertise in using existing library resources and technology • Contribution is made to improving the delivery of library services. • Curiosity will drive improvements to our services by investigating, questioning and creating solutions to make improvements
<p>Maintaining library functions to a high standard</p> <ul style="list-style-type: none"> • Maintaining circulation of library material and borrower records • Collection maintenance and organisation • Participating in and contributing to the Acquisitions and Processing procedures • Information retrieval • Services and equipment are operational • Library system maintenance is timely and to required standards. 	<ul style="list-style-type: none"> • Library management system is effectively utilised to provide optimal service for customers • Library material is correctly organised, displayed and maintained according to best practice • New material consistently processed accurately and efficiently • Library customers are assisted and supported to discover and use resources • Understanding of available technology is excellent and fixes or refers technical problems • Demonstrates ability to use initiative and take responsibility for tasks through to completion

	<ul style="list-style-type: none"> • Ongoing maintenance prevents unplanned issues from occurring.
<p>Readers Advisory</p> <ul style="list-style-type: none"> • Assisting with the adult and youth collection development and maintenance • Developing and maintaining systems and processes to promote the Interlibrary loans service • Communications, Facebook, Instagram, newspaper, etc. meet organisation standards and promote library services positively. 	<ul style="list-style-type: none"> • All resources and Collections meet the needs of our diverse community • The process of interloaning items to and from other organisations is timely and meets user needs • No issues with communications messaging or quality.
<p>Personal Development</p> <ul style="list-style-type: none"> • Developing and maintaining competency for the role. • Commitment to on-going learning and training is imperative. 	<ul style="list-style-type: none"> • Regular training is undertaken to maintain skills and qualifications relevant to the job.
<p>Health & Safety</p> <ul style="list-style-type: none"> • Taking reasonable care to ensure the health and safety of yourself and others. • Adhering to safety procedures, protection being on the hierarchy safety principle of eliminate and minimise. • Attending all requested Health & Safety training opportunities. • Complying with Council's policy, work practices and instructions and contributing to a safe and healthy work culture. 	<ul style="list-style-type: none"> • Near misses, injuries and illness are reported in accordance with Council's requirements • There are examples of engagement and promotion of health, safety and well-being in your work area. • Team members contribute to the planning, actioning and evaluating of processes on a continual basis, learning from past experiences.
<p>Civil Defence</p> <ul style="list-style-type: none"> • Participating in emergency management training initiatives upon request and assist with any civil defence emergencies as required. 	<ul style="list-style-type: none"> • Support is provided during an emergency. • Relevant IT equipment is organised in preparedness for working from home when the library facility is closed at short notice.

Our Treaty of Waitangi commitment

At Ōpōtiki District Council we are committed to growing our capacity as an enduring Te Tiriti partner. You will also need to know and understand what this means for your role.

Other duties expected of position holder:

Undertake any other duties and functions as may be requested of you by your Manager. The hours will include day, evening, and some Saturday morning work.

Note:

The above performance standards are provided as a guide only.

PERSON SPECIFICATION

- Knowledge of Mātauranga Māori and some proficiency in te reo Māori me ōna tikanga, will support your success in this role.
- Relevant industry experience is essential (education/libraries/tikanga/arts)
- Experience with a wide range of digital technologies
- Undergraduate degree or extensive experience in relevant field
- Excellent oral and written communication skills
- A current, clean driver's license is essential
- Being a positive, diligent team player

Key Job Competencies

- Customer focus: excellent customer service skills including the ability to consistently surpass customer expectations
- Confidence and competence with a wide range of devices and software
- Effective team member, shares knowledge, devotes energy to achieving team goals
- Able to manage and complete tasks effectively
- Understanding of empowerment through learning, information literacy and sharing of knowledge in a library context
- An enthusiasm for reading and what modern libraries are all about!

Manager – Te Tāhuhu o Te Rangi

Date

Position Holder

Date