

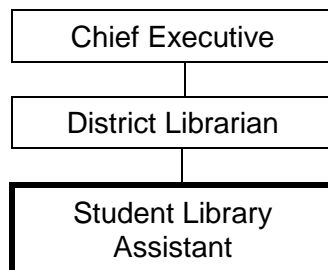
# CENTRAL HAWKES BAY DISTRICT COUNCIL



## JOB DESCRIPTION

Job Title:	Student Library Assistant
Group:	<b>District Libraries</b>
Responsible To:	<b>District Librarian</b>
Responsible For:	
Job Purpose:	<b>This job exists to:</b> <ul style="list-style-type: none"><li>Assist with general library duties, including shelving and involvement in library programmes.</li></ul>
Date:	October 2017

### Organisation Context



### Key Relationships

#### **External**

Library users

#### **Internal**

*District Librarian*  
*Library Staff*

## Key Result Areas

This position is designed to offer students the opportunity to experience library work with the view to pursuing it as a vocational occupation. The position is to support the processes of the Library and superb customer service.

The position of Student Library Assistant encompasses the following major functions or Key Result Areas:

- ❑ Customer Service / Circulation Desk
- ❑ Shelving processes and appearance of the library
- ❑ General Library Duties
- ❑ Holiday Programmes and Projects
- ❑ Organisational Contribution

The requirements in the above Key Result Areas are broadly identified below:

Jobholder is responsible for	Jobholder is successful when
<p><b>1. Customer Service / Circulation Desk</b></p> <ul style="list-style-type: none"> <li>❑ Provide friendly efficient customer service at the circulation desk</li> <li>❑ Supporting circulation desk processes and circulation operations – reservations, borrower registration etc</li> <li>❑ Responding to enquiries from the public</li> <li>❑ Assisting with public access computer requests</li> <li>❑ Answer the telephone as required</li> </ul>	<ul style="list-style-type: none"> <li>▪ A role is taken in the delivery of quality circulation desk processes and excellent customer service is provided</li> <li>▪ All processes are cleared by the end of the day and messages left for the following day</li> <li>▪ Enquiries are responded to efficiently</li> <li>▪ Patrons are guided in the use of the catalogue, internet services, photocopier etc</li> <li>▪ Knowledge of the collection is maintained to provide research, guidance, instruction and assistance to patrons.</li> <li>▪ Telephone queries are treated in the same manner as people at the circulation desk</li> </ul>

Jobholder is responsible for	Jobholder is successful when
<p><b>2. Shelving processes and appearance of the library</b></p> <ul style="list-style-type: none"> <li>❑ Books are returned through circulation processes and are shelved according to category.</li> <li>❑ Check shelves regularly when requested to ensure that materials are in correct order.</li> <li>❑ Ensure book shelves and library displays are maintained in a tidy and attractive manner.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Items are returned to the shelves in the correct order</li> <li>▪ The library is a welcoming place and shelved materials are easily accessible for library users and staff</li> </ul>

Jobholder is responsible for	Jobholder is successful when
<p><b>3. General Library duties</b></p> <ul style="list-style-type: none"> <li>❑ Undertake any duties as requested by the District Librarian</li> </ul>	<ul style="list-style-type: none"> <li>▪ Requested tasks are performed willingly, in a timely manner, and according to instructions</li> </ul>

Jobholder is responsible for	Jobholder is successful when
<p><b>4. Holiday Programmes and projects</b></p> <ul style="list-style-type: none"> <li>❑ Assist with school holiday programmes</li> <li>❑ Participation and contribution to special projects as designated</li> <li>❑ Providing support and participating in the planning and delivery of scheduled library programmes as requested</li> </ul>	<ul style="list-style-type: none"> <li>▪ School holiday programmes are a success for children of all ages</li> <li>▪ Special projects are successfully implemented and meet the needs of the users</li> <li>▪ Library Programmes are well planned, prepared and delivered on time</li> <li>▪ Library projects and programmes meet the performance measures for customer satisfaction</li> </ul>

Jobholder is responsible for	Jobholder is successful when
<p><b>5. Organisational Contribution</b></p> <ul style="list-style-type: none"> <li>❑ Undertake Performance Development tasks/responsibilities in terms of Council's system.</li> <li>❑ Observe and apply occupational safety and health policies, procedures and rules stated by Council, which are pertinent to the duties carried out by the officer in this position and in all other operational areas of the organisation, and demonstrate a proactive commitment to a safe working environment to meet the requirements as set under the Health and Safety at Work Act 2015.</li> <li>❑ Participate in and undertakes emergency management duties as required.</li> <li>❑ Participate and contribute to Council projects and inter-departmental initiatives as requested/agreed.</li> <li>❑ Maintain Council property and equipment.</li> <li>❑ Fulfil administration - reporting requirements (eg timesheets, vouchers, reporting).</li> </ul>	<ul style="list-style-type: none"> <li>▪ Council responsibilities are undertaken and completed accurately, meeting specified standards and within agreed timeframes.</li> <li>▪ Positively applies appropriate health and safety knowledge to the workplace, both in personal application and in application to any facet of Council's operations.</li> <li>▪ Active participation.</li> <li>▪ Contribution to projects and Council initiatives is effective and valued and is approached in a positive and helpful manner.</li> <li>▪ Any Council property allocated or used is properly looked after.</li> <li>▪ Administration requirements are completed timely and accurately as specified.</li> </ul>

**Note**

*The above performance standards are provided as a guide only. The precise performance measures for this position will need further discussion between the jobholder and manager as part of the performance development process.*

**Work Complexity**

Most challenging duties typically undertaken:

- Interaction of library users
- Library programmes

## Key Relationship Skills

Key internal and/or external contacts	Nature of the contact most typical <i>(eg courtesy, giving/receiving information, explaining things, liaising, advising, gaining cooperation, facilitating, influencing and persuading, resolving minor conflicts, mediating, negotiating, formal negotiation, supervising, leading.)</i>
Library Users	<i>Courtesy, giving/receiving information, explaining things</i>
District Librarian	<i>Courtesy, giving/receiving information, explaining things, liaising</i>
Library Staff	<i>Courtesy, giving/receiving information, explaining things, liaising</i>

## Person Specification

*This section is designed to capture the expertise required for the role at the 100% fully effective level. (This does not necessarily reflect what the current jobholder has.) This may be a combination of knowledge / experience, qualifications or equivalent level of learning through experience or key skills, attributes or job specific competencies.*

### Knowledge / Experience

Essential <i>(indicate years of experience required as appropriate)</i>	Desirable
<ul style="list-style-type: none"> <li>▪ Completed or studying for NCEA level one or two</li> </ul>	

### Qualifications (or equivalent level of learning)

Essential	Desirable
<ul style="list-style-type: none"> <li>▪ Excellent alphabetical and numeracy skills</li> <li>▪ Oral and written communication skills</li> <li>▪ IT knowledge and good keyboard skills, Microsoft operating systems and Internet skills</li> </ul>	<ul style="list-style-type: none"> <li>▪ Good general knowledge and information searching skills</li> <li>▪ Customer service skills</li> </ul>

## Key Behaviours

All employees are measured against the following **Key Behaviours** as part of Performance Development:

- Commitment/ Personal Accountability
- Professional/Technical Expertise
- Teamwork
- Customer/Diplomatic Focus
- Effective Communications & Relationships

## Personal Attributes

- Interest in books and reading
- Computer literate
- Friendly and customer focused
- Willing to learn
- High standard of personal presentation

## Disclaimer

*The content of this document is intended to describe the general nature and level of work being performed by incumbents in the assigned job. They do not constitute an exhaustive list of all responsibilities and duties, or skills required of the incumbent. From time to time, incumbents may be required to perform duties outside of their normal responsibilities as needed.*

## Change to job description

*From time to time it may be necessary to consider changes in the job description in response to the changing nature of our work environment– including technological requirements or statutory changes. This Job Description may be reviewed as part of the preparation for performance planning for the annual performance cycle or as required.*

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Employee Name  
Student Library Assistant

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Date

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Approved: Sue Fargher  
District Librarian

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Date

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Approved: Monique Davidson  
Chief Executive

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Date