

# Library Assistant - Children & Teen Services



<b>Department</b>	Property & Community Facilities
<b>Location</b>	Marlborough Library, Te Kahu o Waipuna, High Street, Blenheim
<b>Direct reports</b>	Nil
<b>Reporting to</b>	Children and Teen Services Librarian
<b>Grade</b>	9
<b>Financial delegation</b>	No budget responsibility

## Department Overview

This position is within the Property & Community Facilities Department. This department is responsible for delivering key services relating to Marlborough's central business district; cemeteries; civic projects and commercial development; halls and memorials; libraries; parking; parks and open spaces; public conveniences; property; small townships; senior housing and residential subdivision development; sports parks; libraries; and swimming pools.

## Purpose of the Role

The purpose of the role is to:

- Deliver a welcoming, inclusive and responsive library experience for children and teens.
- Facilitate customers access and use of library services.
- Deliver high quality programmes, events and promotions.

## Key Responsibilities

<b>Services to children and teens</b>	Prepare and lead programmes and events for children and teens. Provide library orientation programmes for schools and preschools. Provide outreach visits to schools and preschools.
<b>Marketing</b>	Contribute to the marketing of children and teen services and resources via the website and social media platforms. Produce printed marketing collateral for children and teens as required, following Council and Library style guidelines. Plan, promote and implement in-house library displays for children and teens, including posters and other display features.
<b>Customer service</b>	Demonstrate a strong customer service ethic and deliver excellent customer service.

	<p>Contribute to front-of-house customer service on a rostered basis, including registering new members, readers advisory and answering enquiries.</p> <p>Develop a thorough knowledge of physical and digital resources to appropriately answer enquiries.</p> <p>Actively promote library resources and services to customers and assist them to use these independently.</p> <p>Understand and apply strategies for conflict resolution.</p> <p>Assist customers in use of public internet services.</p> <p>Perform basic problem solving with technical equipment, (eg, photocopiers, printers, portable devices).</p> <p>Promote good digital literacy skills by sourcing and critically evaluating online information sources.</p> <p>Utilise databases and online resources to answer enquiries.</p> <p>Undertake circulation duties e.g. issuing and returning items, shelving and tidying and maintaining displays.</p>
<b>Administration</b>	<p>Ensure payments are processed in a timely and accurate manner</p> <p>Keep up to date with current library technologies.</p>
<b>Collection development</b>	<p>Assist with development and maintenance of the children's and teen collections.</p> <p>Ensure the collection and the library environs are tidy and well presented.</p>
<b>Communication</b>	<p>Communicate concisely and clearly with customers and colleagues.</p>
<b>Teamwork</b>	<p>Contribute to a supportive team environment by communicating and sharing information with others in a timely and positive manner.</p> <p>Where applicable, if at a Senior Library Assistant level, undertake Team Leader Support Role for weekend shifts; assume shared responsibility in manager's absence.</p> <p>Participate positively in meetings.</p> <p>Share learnings with colleagues.</p> <p>Routinely examine own behaviour, accept accountability for own actions and adjust accordingly.</p>

# Organisational Responsibilities

## Continuous improvement

Challenge the status quo and continuously seek opportunities to improve services and processes.

## Customer service

Relate with the public in a courteous and positive manner. Actively listen to understand and meet customer's needs.

## Digital mindset

Have a "digital mindset" which allows you to approach situations with a digital focus, taking full advantage of the technology, information, and data available to us whilst ensuring operational outcomes, efficiency, and security aren't compromised.

Be aware that transformation comes not from a change of system or infrastructure but a change in mindset. Opening your mind to the idea of doing things differently can unlock the true range of possibilities.

## Health, safety and wellbeing

Take ownership and responsibility for your own decisions and actions by proactively engaging in safe work practices that prevent injury; and look out for your colleagues, contractors, customers, and visitors.

Report hazards, injuries, illnesses, near-misses, unsafe practices, rules that don't work and other opportunities for improvement without fear or delay, so that we can all learn and share in the learning.

Co-operate with reasonable instructions and procedures.

Contribute to Council's ongoing safety improvement journey.

Make safety a priority and help lead the way!

## Inclusion and diversity

Support an inclusive workplace - an environment where our employees feel safe, valued and respected; and have opportunities to contribute their perspectives, experience and talents to our organisation.

Support a diverse workforce (the visible and invisible factors that define us as individuals) by displaying an open-minded, non-judgmental attitude towards others.

## Record management

Create and maintain all records of Council business (regardless of format) in approved corporate information systems, as per Council's information and data management policies and procedures.

## Response in emergencies

Be available to assist during emergencies as and when they occur, working within your level of competence and training.

## Risk management

Understand, report and manage operational and compliance risk. Familiarise yourself, comply with and give advice in accordance with Council's risk management policies and procedures.

## Te ao Māori

Willingness to develop cultural competency; for example by developing an understanding of te reo Māori, tikanga Māori (Māori customs and practices), mātauranga Māori (Māori wisdom, knowledge and understanding) and Te Tiriti of Waitangi; and by engaging with Māori communities as required within your role.

## Other duties

Take on any additional duties or special projects that may be assigned from time to time and ensure that these are performed effectively and efficiently.

# Person Specification

<b>Qualifications</b>	NCEA Level 2 or equivalent. Current driver's licence.
<b>Experience and knowledge</b>	Proven 2+ years customer service experience in a frontline environment. Proven ability to work collegiately, displaying flexibility and commitment to team objectives. Demonstrated ability to work with a range of people, particularly children and teens, and to respond appropriately to diversity and cultural differences. Excellent literacy skills. Excellent time management skills. One on one problem solving and facilitation skills. Demonstrated ability with a range of computer applications, social media, and confidence using technical equipment. Accurate cash handling skills. Good general knowledge and awareness of current affairs. Proficient in the English language. Ability to communicate in other languages, especially those spoken in the local community, an advantage. Ability to take responsibility for tasks and follow through with minimal supervision. Good physical fitness and stamina.

## Core Competencies

<b>Adaptability</b>	Ability to maintain a calm, professional manner in challenging situations. Ability to operate effectively in a complex and changing environment.
<b>Commitment to improvement</b>	Enthusiasm for continually increasing knowledge and technical abilities. Enthusiasm for continuous improvement and efficiency in processes.
<b>Communication</b>	Excellent oral and written communication skills which are appropriate and relevant to the audience.
<b>Customer focus</b>	Excellent customer services skills. Ability to understand customers' needs via active listening.
<b>Digital literacy</b>	Ability to learn new technological skills essential for digital transformation and to think innovatively and embrace a perpetual learning culture. Motivation to use digital skills to create new opportunities.
<b>Integrity</b>	Ability to handle confidential or controversial information with discretion and professionalism.

	Takes accountability for own actions.
<b>Interpersonal skills</b>	Strong interpersonal skills and a genuine interest in supporting others. Proven ability to develop relationships and work collaboratively with others.
<b>Organisational skills</b>	Strong personal prioritisation and time management skills. Ability to multi-task, prioritise, pay attention to detail and use initiative.
<b>Problem solving and decision making</b>	Considers risk factors in decision-making. Uses own judgement and experience to solve problems.

## Strategic Framework

<b>Vision</b>	Marlborough is a globally-connected district of smart, progressive, high-value enterprises, known for our economic efficiency, quality lifestyle and wellbeing, caring community, desirable location and healthy natural environment.
<b>Mission</b>	We invest in Marlborough's future, our people, quality lifestyle and outstanding natural environment.
<b>Values</b>	<p>Council's values and behaviours are based on Respect, Professionalism and Integrity. Council is committed to an environment that supports professional development, an equal opportunities workplace and a positive culture.</p> <p>All staff are expected to endorse and support Council's Vision and Values and actively work to achieve them, behaving with the highest level of professionalism and integrity and exhibiting courtesy and impartiality towards colleagues and the community.</p> <p>Our values are:</p> <ul style="list-style-type: none"> <li>• We are open, transparent and collaborative.</li> <li>• We partner with tangata whenua iwi.</li> <li>• We involve and respect our many cultures.</li> <li>• We are innovative and strive for excellence.</li> <li>• We are adaptive and responsive to community needs.</li> <li>• We work in an environmentally sustainable manner.</li> </ul>