

WAIMAKARIRI DISTRICT LIBRARIES

JOB DESCRIPTION

JOB TITLE: LIBRARY ASSISTANT (Oxford)

DATE: November 2009

ACCOUNTABLE TO: Administration Officer - Oxford

INCUMBENT:

PURPOSE:

To assist the District Libraries Manager in the delivery of library and information services to the residents of the Waimakariri District. A key component of this position will be to provide direct customer service for Library, Council, NZ-Post and Kiwibank customers and helping customers find the information they are seeking.

KNOWLEDGE REQUIRED:

1. A library qualification or a willingness to study towards a professional library qualification is desirable.
2. Experience in working as part of a team providing customer service, preferably in a public library environment.
3. An interest in working with diverse groups of people and assisting them with their information and recreational needs.
4. Experience in working with library management system is highly desirable. An interest in learning about and utilising electronic information resources is likewise desirable.
5. Proven oral and written communication skills.
6. Proven keyboard and computer skills
7. Ability to work in busy conditions and tight timeframes
8. Ability and endurance to perform the physical aspects and work-rate of the job to the standard required and in a safe manner

RELATIONSHIPS:

The incumbent will be expected to develop and maintain effective communication with the Manager and staff at the Oxford Service Centre, as well as with the three Team Leaders and other Library staff in the Waimakariri District Libraries.

HOURS OF WORK:

16.75 hours per week as set out in the table below. The Saturday hours are a key component of this position. In addition to the established hours, extra hours are available by mutual consent. Work may be required at any of the Library's service points and it is expected that time will be spent in other libraries to facilitate training and teamwork.

Day	Hours	
Thursday	7.0	9:00 a.m. to 5:00 p.m.
Friday	7.0	9:00 a.m. to 5:00 p.m.
Saturday	2.75	9:30 a.m. to 12:15 p.m.

KEY TASKS

KEY TASKS	EXPECTED RESULTS
Customer Service	Assist with the provision of direct customer service to Library customers through participation in the desk roster as well as providing direct membership, reference and advisory services. Library displays, brochures, promotions and other informational items are maintained in an attractive manner and are restocked as needed
Assisting with reference enquiries	The public's reference questions are answered in a timely and accurate fashion using both electronic and print resources as appropriate.
Assistance with Council Service-Centre, New Zealand Post and Kiwibank enquiries	Assist with the provision of direct customer service to Council, NZ-Post and Kiwibank customers. Customers are served to appropriate standards agreed with the Administration Officer - Oxford.
Stock Maintenance	Carry out processing of new or repair of existing items as required
Circulation Administration	As agreed with the Team leader Customer Services, activities around Stock movement, Holds, Overdues, Claims Returned, Lost and Missing items are completed in a timely and accurate manner and with appropriate communication to customers.
Staff awareness of government, Council and community information.	Keeps up to date with new Council and community resources.
Special projects	As agreed with the District Libraries Manager.
Civil Defence: To take part in Civil Defence training programmes and exercises.	Ability to assist effectively in a Civil Defence emergency.
Quality Improvement: Actively participate in providing solutions or suggesting better ways to do things.	Improvements made in the way jobs are done. The Quality system is developed and maintained.
Health and Safety: All employees to take all practical steps to ensure their own and other employees' safety as well as the safety of members of the public.	Responsibility to notify supervisor of any hazard or potential hazard.

AMENDMENT TO JOB DESCRIPTION

This job description may be amended from time to time by the District Libraries Manager in consultation with the holder of this position.

Signed: Staff Member _____ District Libraries Manager _____

Date: _____