

**WAIMAKARIRI DISTRICT LIBRARIES**

**JOB DESCRIPTION**

**JOB TITLE:** LIBRARY ASSISTANT CUSTOMER SERVICES

**DATE:** November 2009

**ACCOUNTABLE TO:** Customer Services Team Leader

**INCUMBENT:**

**PURPOSE:**

To assist the District Libraries Manager in the delivery of library and information services to the residents of the Waimakariri District.

**PERSONAL ATTRIBUTES AND 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:**

Waimakariri District libraries provide information and recreational services through Libraries at Kaiapoi, Rangiora and Oxford as well as via the Internet, and close liaison within the team and with the team leader is essential. A positive relationship with the Weekend Supervisors is also necessary. It is also expected that the incumbent will maintain a good working relationship with the other Library staff at Waimakariri District Libraries.

**HOURS OF WORK:**

24 hours per week. This position is based on a primary need to provide weekend services based at Rangiora library on both Saturday (4.5 hours) and Sundays (3.5 hours). The standard configuration of the hours of work is below and may be required at any of the Library's service points. Extra hours may be available by mutual consent. It is expected that time may be spent in all the libraries to facilitate teamwork and ensure customer services are being delivered at an appropriate level across the network.

<b>Day</b>	<b>Hours</b>	
Thursday	8.0	8.30 a.m. to 5:00 p.m.
Friday	8.0	8.30 a.m. to 5:00 p.m.
Saturday	4.5	9:45 a.m. to 2:15 p.m.
Sunday	3.5	12:45 p.m. to 4:15 p.m.

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
Assistance with Council enquiries (principally with rates payments and property enquiries)	Customers served at desk at Kaiapoi or Oxford Service Centre / Library to appropriate Council standards
Stock Maintenance	Carry out processing of new or repair of existing items as required.
Circulation Administration	All activities around Stock movement, stock shelving, Holds, Overdues, Claims Returned, Lost and Missing items are completed in a timely and accurate manner and with appropriate communication to customers.
Debtors processing	As agreed with the Team leader Customer Services, activities around the processing and handling of invoices for debtors and lost or missing items are completed in a timely and accurate manner and with appropriate communication to external and internal customers.
Stationery, mail and other administrative duties	Maintain stationary supplies for the Library as required; deliver and circulate mail; carry out other administrative tasks as required.
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: \_\_\_\_\_