

**Librarian (Casual)**  
**January 2023**

**Title & Reporting Relationships**

**Position Title:** Librarian (Casual), Kaitiaki Mātāpuna, Kāpiti District Libraries, Library and Cultural Services Team, Place and Space Group.

**Grade:** SP10

**Reports to:** Manager - District Libraries Operations

**Direct Reports:** Nil

**Purpose of the Group and the Position:** **The Place and Space Group** comprises 6 teams; Aquatics, Libraries and Cultural Services; Parks, Open Space and Environment, Property and Facilities Maintenance, Place and Space Marketing and Events, and Property and Parks Asset Planning.

The Group is responsible for a significant portion of the Councils' customer interactions every day as people choose to use our facilities, services and programmes at swimming pools, libraries, museums, halls, parks, sports fields, ecological reserves, community halls, housing and even our public toilets.

The Libraries and Cultural Services Team work across various Library sites to deliver Council's library and cultural services which are currently provided from four physical locations throughout the district.

The Council's libraries are noted for their provision of cultural services and for their engagement with the opportunities provided by the ever-evolving digital age that we live in. Cultural Services are defined in this context as Arts, Heritage and the Cultural development of the district through providing Community services, programming and storytelling.

As part of the Libraries and Cultural Services team, the Librarian (Casual) role works with the Libraries Team to deliver exceptional customer service in our libraries; through the provision of a broad range of 'front of house' services and ensuring the needs of our customers are met.

The incumbent in this position may be required to regularly work at a specific library and/or to deliver work across the district, working from any of the Libraries as directed. The Librarian must be available to work evenings and weekends as required.

**Internal Customers:**

This role is responsible for establishing and maintaining effective, co-operative and professional working relationships with all stakeholders including:

- Manager - District Libraries Operations
- Library Team Leaders
- Customer Service & Operations Team
- All library staff delivering front of house customer service
- Kāpiti Coast District Council staff

**External Customers:**

- Library Customers and Facility Users
- SMART library system colleagues

### **Key Responsibilities and Outcomes**

In the current local government environment, the Council must be well positioned and supported to meet the current and future needs of communities for good quality local infrastructure, local public services, and performance of regulatory functions in a way that is most cost-effective for businesses and households. The Council needs to be ready for, and respond appropriately to, changes in external operating environments (such as shifts in government policy), which in turn influence how we do things. The Council is working to be well-positioned not only to see what is coming but also to take opportunities to influence the shape of these externally driven changes.

Our behaviours demonstrate our commitment to build and maintain an organisation that is acknowledged and respected for being:

- Caring – we understand our customers' needs, share information and work as a team;
- Dynamic – we bring a can-do attitude to make it happen; and
- Effective – we get it right and deliver consistent, value for money services.

Staff will be aware of political sensitivities, support equal employment opportunities, and demonstrate an understanding of the implications of Te Tiriti o Waitangi on the operations of a local authority.

### **Functional Key Results**

#### **Library Services**

- Contribute to customer service operations across all library locations in the Kāpiti Coast District principally focused on delivering front of house customer service
- Undertake any administrative tasks as required e.g. Council service requests etc.
- Contribute to the development and implementation of systems and procedures required to deliver an exceptional library service.
- Participate and contribute to special workstreams or projects as designated.

#### **Customer Service**

- Model a high level of Manaakitanga to manuhiri and haukāinga.
- Maintain a professional, courteous, and helpful attitude to all customers (internal and external) ensuring communication is accurate, succinct and in a manner which promotes customer service excellence and demonstrates organizational values.

- Work collaboratively as a team to ensure consistency of service and policy implementation across the Kāpiti Library system.
- Actively identify ways that the library can exceed customer expectations.
- Maintain confidentiality at all times.

#### **Teamwork**

- Contribute to cementing a 'one team, district wide' culture within the broader Library team, actively working to raise standards and engage staff in a future focused vision for Kāpiti District Libraries.
- Encourage an environment for colleagues where mātauranga Māori (Māori knowledge) are respected, valued and supported.
- Role model a collaborative working style and supporting positive working relationships with other staff members and internal and external customers
- Participate willingly and positively in the orientation, training and support of new staff in specific areas, providing coaching/buddy support as required.
- Provide a contribution to, or participate in, any projects and initiatives within the Group/organisation where required and the opportunity arises.
- Participate in initiatives and contribute suggestions as to improvements and/or efficiencies to enable ongoing quality improvement.

#### **Legislative Compliance**

- Keep up to date with legislation/amended legislative frameworks and be able to demonstrate the application of such changes (in work and or communicate them to others).

#### **Project Management**

- Effectively manage assigned projects to ensure on time and within budget, monitor and report regularly to manage risk and provide updates to key stakeholders.
- Ensure documentation is current, available as required and is prepared using Council standard templates/documentation.
- Ensure Council processes and procedures are complied with.

#### **Financial Management**

- Ensure all financial activity is conducted in accord with current policy and procedures.
- Ensure you work within your financial delegation.

#### **Monitoring and Reporting**

- Review, monitor and report on activity or projects as required by the manager.
- Ensure any written reports are produced using Council standard templates and are provided within the required Peer Review timeframes.

#### **Relationship Management**

- Build and maintain effective professional working relationship with all key stakeholders.
- Build and maintain effective working relationships with other council staff members based on a collaborative, collegial and cooperative working style.

#### **Information Management**

- Take responsibility for ensuring Council information is stored with the appropriate accessibility in the designated systems, using processes and tools as described in the current Information Management Policy.

### **Personal Key Results**

- Exhibit behavior which is consistent with the understanding of Te Tiriti o Waitangi and its application for the Council.
- Demonstrate commitment to organisational values through behaviour that is consistent with our caring, dynamic and effective approach to customer service.
- Establish and maintain effective and efficient working relationships with all stakeholders.
- Contribute collaboratively, positively and effectively to the operation of the team, the Group, and the organisation as a whole.
- Take responsibility for your self-development in order to enhance skills and knowledge applicable to current and future positions.

### **Health and Safety**

All employees have a responsibility to work towards keeping a safe and healthy work environment by following safe work methods, identifying work place hazards and risks, using appropriate safety equipment, and complying with all policies and procedures that are in place. Employees must take reasonable care of their own health and safety and ensure their actions or inactions do not cause harm to themselves or others.

### **Essential Skills, Knowledge and Experience**

- Understanding of Te Ao Māori perspectives and Te Tiriti o Waitangi, and their application and expression within libraries
- Effective interpersonal skills with a demonstrated commitment to customer service.
- Willingness and capability for working with a wide range of people within and outside the organization.
- Effective time management skills: the ability to work effectively without supervision, and collaboratively as a team member.
- Excellent verbal and written communication skills.
- The ability to work flexible hours, occasionally in short notice.
- Holder of a current and valid NZ Drivers' Licence.