

JOB DESCRIPTION

Approved May 2026

Title & Reporting Relationships

Position Title:	Student Library Assistant, Paraparaumu Library Hub, Kapiti Coast District Council.
Grade:	SP 9
Reports to:	Weekend Supervisor & Paekākāriki Lead, Kāpiti Libraries.
Purpose of the Role:	Kāpiti Libraries deliver services from four physical locations throughout the district and 24/7 online.

Within our Ōtaki, Te Ara Whetū and Paraparaumu Hubs we have a position especially reserved for a high school student on Saturdays. This role works alongside experienced Hub Services Librarians to help customers find and reserve books, trouble shoot their devices and navigate our library apps, technology, and online resources. They issue, return, shelve books, and learn how to provide excellent customer service.

This role is a fixed term role. When a student finishes their time at secondary school this position with Kāpiti Libraries also ends with four weeks notice.

Purpose

At Kāpiti library hubs we are committed to manaakitanga and whanaungatanga. We welcome everyone to connect with our people, spaces and collections.

Mission

We deliver our purpose by acknowledging our past, our present and aspiring to always improve: Me huri whakamuri, ka titiro whakamua.

Vision

To understand our communities and intentionally evolve our services to meet their aspirations and needs.

The Customer Service Team

Customer Service Team members deliver excellent customer service ensuring everyone leaves the Hub having had a positive experience.

This role requires the team to be on their feet throughout the working day and physically fit; proactive in offering assistance; able to demonstrate and support customers to operate their devices and Hub technology. The Customer Service Team help customers with a broad range of enquiries and create a safe, welcoming and engaging space for everyone who enters the building, staff and public alike. This team is required to wear a uniform to increase visibility and invite engagement by customers.

Expectations: Student Library Assistants need to be willing to learn new skills, and keen to help customers. They will be coached on the job by their team to achieve the following:

- Competent, engaged and responsive customer service.
- Supporting customer education with the aim of achieving well-informed independent use of services.
- A close working relationship with the whole Hub Team.
- Pride in delivering excellent customer service. Proactively seeks support and growth in areas of low confidence. Receives feedback and enjoys the challenge to continuously grow skills and knowledge.
- Development of knowledge in council and library services, and the world of literature and information.
- Contributes to a Hub and team that exceeds customer expectations.
- Ensures customer confidentiality.
- Exhibits behavior which is consistent with understanding of Te Tiriti o Waitangi and its application for the Council.
- Works collaboratively, positively and effectively.

Health and Safety

All employees have a responsibility to work towards keeping a safe and healthy work environment by following safe work methods, identifying workplace 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.

Skills and Qualities Sought - Student Library Assistant

- Someone who uses Libraries and likes to read.
- Someone who enjoys helping others to use technology and apps.
- Enthusiasm to learn new skills and how to offer excellent customer service.
- A willingness to speak and support Te Reo Māori in the library and learn more about Te Tiriti o Waitangi.
- Physically able to be on your feet for the working day and do lots of lifting and squatting related to shelving and moving crates and trollies full of books.
- Good communicator in person, in emails, and on the phone.
- Reliable, responsible, trustworthy and hardworking.