

UNIVERSITY OF OTAGO
Te Whare Wananga o Otago

JOB DESCRIPTION

POSITION TITLE: Library Assistant
DEPARTMENT: University Library
DIVISION: Academic

Library Assistants work throughout the University of Otago Library in the following areas, Access & Development Services, Information Resources, Information Services which includes the Law, Health Sciences, Sciences, and Robertson Libraries and the Hocken Collections.

Each Library Assistant will be placed in a role within one of these areas but may be moved to other areas within the Library depending on demand or the availability of a staff development opportunity. The job description details the core functions for all Library Assistants, and is supplemented with operational procedures documentation which details the specific tasks associated with each placement. The job description and this documentation provide the complete description of each Library Assistant's duties.

1. PRIME FUNCTION

To provide support for teaching, learning and research services to the Library's communities and for the Library's collection management activities

2. MAIN OBJECTIVES

- Provide a range of customer services to the Library users at service points
- Provide support in a range of collection management activities
- Contribute to the security and safety of Library materials and facilities
- Contribute to the functioning of a high performing team

3. KEY TASKS

Main Objective: Provide a range of customer services to the Library users at service points

Key tasks may include:

- Answer information queries and refer advanced information enquiries from users to the appropriate Library specialist
- Respond to requests for material and information from distance users
- Provide interlibrary lending and document delivery services on request

- Provide appropriate and accurate information about resources and services, one to one or via group instruction
- Manage the circulation of Library materials
- Assist Library users with use of on line catalogues and databases and with equipment such as microfilm readers, AV
- Register borrowers
- Copy and arrange for photocopying and reprographics orders, as required
- Monitor use of library materials by readers
- Inform users of Library materials of policies and processes including Copyright law

Main Objective: Provide support in a range of collection management activities

Key tasks may include:

- Check bibliographic selection tools to identify potentials for selection by professional staff
- Support acquisition programme as directed
- Create temporary catalogue records as required
- Assist in identifying material for de-selection according to established policies and procedures
- Arrange, describe and process collections according to relevant policies and procedures
- Receive materials and check invoices as directed
- Participate in shelving, shelf- reading, moving of stock and stock security processes

Main Objective: Contribute to the security and safety of Library materials and facilities

Key Tasks may include:

- Help maintain Library security and safety and report breaches of security to the Team Leader
- Maintain records of people requiring access to building, issuing of keys and swipe cards as appropriate
- Be responsible for opening or securing work area/ building as required

Main Objective: Contribute to the functioning of a high-performing team

Key Tasks may include:

- Undertake general administrative duties to ensure the smooth running of the unit, including secure handling of cash and bank reconciliations, collecting and reporting of statistics, administering room bookings and providing any other administrative assistance required
- Maintain up to date procedure manuals for all operational duties
- Assist with the training of Student Assistants
- Contribute to library projects, as required in line with the Library strategic plan
- Contribute to the setting of policy and processes relating to own area of responsibility and other library services, as appropriate
- Actively engage in own continuing personal development in order to enhance own capability within the role
- Pass client feedback on to Library Supervisor so that it can be appropriately and constructively incorporated into Library planning
- Participate in activities associated with the enhancement of team performance and the achievement of the Library's goals
- Share knowledge and skills with library colleagues
- Undertake rostered duties as required, including some weekend and evening work

Other duties as required

- As an employee, you are required to respect and comply with the University Health and Safety Policies, including the reporting of hazards, injuries and incidents. Employees have duties under the Health and Safety in Employment Act 1992 not to expose themselves, or those in their place of work, to any risk that may result in injury or harm
- Undertake other duties as may be reasonably assigned to this position and for which the position holder has received adequate training or introduction

4. RELATIONSHIPS

Directly responsible to: Team Leader/Supervisor
Supervision of: N/A
Functional relationships with: Library staff; Academic and general staff in the University, users of the Library

5. BUDGETARY RESPONSIBILITY

N/A

6. PERSON SPECIFICATION

Qualifications

University degree Preferred

Experience and knowledge

Customer service experience Essential

Experience of working in a Library or a related institution Preferred

A high level of computer literacy Essential

Familiarity with bibliographic databases, the Internet etc. Preferred

Specific skills

Ability to communicate well both verbally and in writing Essential

Problem-solving skills Essential

Time management skills and the ability to meet deadlines Essential

Ability to prioritise tasks Essential

Personal qualities and abilities

Ability to work with a high degree of speed and accuracy Essential

Ability to establish and maintain cooperative working relationships Essential

Ability to work both independently and as part of a team Essential

Ability to take initiative within defined parameters Essential

A flexible attitude and the ability to adapt to change Essential

Physically able to handle heavy and/or fragile materials securely Essential

Commitment to the University's Treaty of Waitangi obligations Essential

Commitment to objectivity and equity in interaction with all library users Essential