



Job description

Haere mai

This job description is your go-to place for all the ins and outs of this role at Internal Affairs

Librarian (Reading Services/ Online Services)

National Library, Information and Knowledge Services

The Librarian is responsible for delivering Reading Services and /or Online Services to agreed standards to support the achievement of the Services to Schools strategy.

Librarians in the Reading Services team will predominantly focus on increasing access to quality reading engagement and inquiry learning resources for all students. Librarians in the Online Services team will predominantly focus on increasing access to relevant, quality, curated online content to support the curriculum and tools and guides to support effective use and skill development.

Being based primarily in one team, Librarians will contribute across both teams on an as required basis. The Librarians based in the Reading Services team will work closely with the Online Services team to support online service delivery, including AnyQuestions and other online services as required.

The Librarian will be a valued team member who positively contributes to achieving results to support our vision that young people have access to effective and connected library services that support their development as readers and digitally literate learners. This is a key customer-facing role in a time of transformational change and requires positive and engaged team members who contribute to success.

- **Reporting to:** Team Leader Reading Services for Schools or Team Leader Online Services for Schools
- **Location:** Auckland/Christchurch
- **Salary range:** Delivery F

What we do matters – our purpose

Our purpose is to serve and connect people, communities and government to build a safe, prosperous and respected nation.

In other words, it's all about helping to make New Zealand better for New Zealanders.

How we do things around here – our principles



We make it easy, we make it work

- Customer centred
- Make things even better

We're stronger together

- Work as a team
- Value each other



Te Tari Taiwhenua
Internal Affairs

We take pride in what we do

- Make a positive difference
- Strive for excellence

Working effectively with Māori

Te Aka Taiwhenua – our Māori Strategic Framework – enables us to work effectively with Māori. Te Aka Taiwhenua is underpinned by our mātāpono – Kotahitanga, Manaakitanga, Whānaungatanga, He Tāngata.

As DIA is an agent of the Crown, Te Tiriti o Waitangi/The Treaty of Waitangi is important to everything we say or do. We recognise it as an enduring document central to New Zealand's past, present and future. Building and maintaining meaningful relationships is important to work effectively with Māori, stakeholders and other agencies. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

Spirit of service

Ka mahitahi mātou o te ratonga tūmatanui kia hei painga mō ngā tāngata o Aotearoa i āianei, ā, hei ngā rā ki tua hoki. He kawenga tino whaitake tā mātou hei tautoko i te Karauna i runga i āna hononga ki a ngāi Māori i raro i te Tiriti o Waitangi. Ka tautoko mātou i te kāwanatanga manapori. Ka whakakotahingia mātou e te wairua whakarato ki ō mātou hāpori, ā, e arahina ana mātou e ngā mātāpono me ngā tikanga matua o te ratonga tūmatanui i roto i ā mātou mahi.

In the public service we work collectively to make a meaningful difference for New Zealanders now and in the future. We have an important role in supporting the Crown in its relationships with Māori under the Treaty of Waitangi. We support democratic government. We are unified by a spirit of service to our communities and guided by the core principles and values of the public service in our work.

What you will do to contribute	As a result we will see
<p>Customer Focus</p> <ul style="list-style-type: none"> • Build a shared commitment to the direction of the organisation, and achievement of its outcomes, and a customer focused culture across the team • Contribute to the implementation of the Integrated Services Model, to reflect customer needs. • Contribution to staff and client awareness of availability of reading engagement, children’s literature resources. • Support the agreed programme for classroom teachers and school library staff to access, use and create new resources that support reading and digital literacy development. 	<ul style="list-style-type: none"> • Staff commitment to providing excellent customer services, promoting reading and inquiry learning is evident in customer feedback received. • Identifies and acts on opportunities to improve service and support customers • Service delivery procedures are carried out to a high standard, in a timely manner and receive positive feedback from customers.
<p>Reading Services</p> <ul style="list-style-type: none"> • Provision of quality advice on effective access to, and the use of electronic resources and services to support Reading Services. • Undertake collection development support in an agreed area for selection of new resources as assigned. • Participate in agreed national programmes and initiatives to provide advice and support about resources to schools in developing their own library services as appropriate and to encourage, motivate and support classroom teachers to connect with their school library. • Contribute to service delivery improvements that will promote reading. • Build and develop knowledge of children’s literature, in all formats, promoting and supporting reading to teachers, school library staff and other customers through agreed programmes and networks/events participation. 	<ul style="list-style-type: none"> • Customer feedback is positive. • Staff knowledge and skills are evident in services developed and delivered. • Seen as high performing, highly engaged and innovative team member that delivers great results. • Positive contribution is made to achieving successful cross team collaboration. • Positive contribution is made to embedding new service and approaches.

What you will do to contribute	As a result we will see
<p>Online Services</p> <ul style="list-style-type: none"> • Provision of effective reference and information services to support literacy and the curriculum • Contribute to the development of quality web content, tools and resources. • Provide advice on the effective access and use of electronic resources and services. • Participate in the development and delivery of online services to reflect customer needs. This will include participating as an operator for AnyQuestions.co.nz, the online reference service for New Zealand school students and any future online services to support educators and learners. • Contribute to staff and client awareness of curriculum online resources. 	<ul style="list-style-type: none"> • Customer feedback is positive • Seen as high performing, highly engaged and innovative team member that delivers great results. • Positive contribution is made to achieving successful cross team collaboration • Positive contribution is made to embedding new service and approaches. • Participates in the development and delivery of online services that reflect customer needs. • Is regarded as a skilled and effective operator for AnyQuestions.co.nz, the online reference service for New Zealand school students and any future online services
<p>Teamwork</p> <ul style="list-style-type: none"> • Close collaboration between all Librarians to ensure a seamless deployment of librarian services • Maintain effective communication and working relationships with other Services to Schools staff. 	<ul style="list-style-type: none"> • Effectively participates as a member of the Services to Schools team, having a flexible and adaptable approach to all work. • Participates in non-core activities as required • Seen as high performing, highly engaged and innovative team member that delivers great results
<p>Capability</p> <ul style="list-style-type: none"> • Build and maintain a personal knowledge base of children’s literature and of issues and priorities in education as they relate to literacy and learning 	<ul style="list-style-type: none"> • Staff knowledge and skills are evident in services developed and delivered
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> • Take responsibility for keeping self free from harm • Follow safe working procedures • Report incidents and hazards promptly and suggest remedies where appropriate • Know what to do in the event of an emergency • Co-operate in implementing rehabilitation plan 	<ul style="list-style-type: none"> • Health and safety guidelines are followed

Who you will work with to get the job done		Advise	Collaborate with	Influence	Inform	Manage/lead	Deliver to
Internal	Literacy Learning and Public Programmes managers and staff	✓	✓	✓	✓		✓
	Reading Services and Online Services Teams	✓	✓	✓	✓		✓
	Facilitators National Capability	✓	✓	✓	✓		✓
External	Schools	✓	✓	✓	✓		✓
	Education agencies		✓	✓	✓		✓
	Other information providers		✓	✓	✓		

Your success profile for this role	What you will bring specifically
<p>At DIA, we have a Capability Framework to help guide our people towards the behaviours and skills needed to be successful. The core success profile for this role is Valued Contributor.</p> <p>Keys to Success:</p> <ul style="list-style-type: none"> • Customer Focus • Continuous improvement • Teamwork and peer relationships • Action oriented • Self-development and learning • Functional and technical skills 	<p>Experience:</p> <ul style="list-style-type: none"> • Proven experience in the provision of reference services in an educational context • Good understanding of the role and function of the National Library and its services to schools <p>Knowledge:</p> <ul style="list-style-type: none"> • Knowledge of the issues and priorities in education, particularly as they relate to the information resources required to support the reading engagement and inquiry learning • Knowledge and interest in children’s and young adults’ information resources • Experience, knowledge, or interest in using new information technologies, e-resources / e-learning, to extend services to a wider client base. <p>Skills:</p> <ul style="list-style-type: none"> • Is action oriented and full of energy for the things (s)he sees as challenging • Ability to act with a minimum of planning • Seizes opportunities • Is dedicated to meeting the expectations and requirements of internal and external customers • Gets first-hand customer information and uses it for improvements in products and services

Your success profile for this role	What you will bring specifically
	<ul style="list-style-type: none">• Acts with customers in mind• Establishes and maintains effective relationships with customers and gains their trust and respect <p>Other requirements:</p> <ul style="list-style-type: none">• Relevant tertiary qualification, or other comparable experience