



Job description

Haere mai

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

Library Assistant

National Library or Alexander Turnbull Library, Information and Knowledge Services

The Library Assistant is responsible for processing client requests and tasks which relate to supporting the development and maintenance of the collections.

- **Reporting to:** One of the following
 - Team Leader, Collection Delivery
 - Team Leader, Collection Support and Processing
 - Print Disabilities Service Librarian
 - Collections Registrar, Alexander Turnbull Library
 - Copying Coordinator, Alexander Turnbull Library
- **Location:** Wellington
- **Salary range:** Delivery C

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

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. We accept our privileged role and responsibility of holding and protecting the Treaty of Waitangi / Te Tiriti o Waitangi.

The Library Assistants will carry out one or more of the following tasks according to the role.

What you will do to contribute	As a result we will see
<p>1. Process Client Requests</p> <ul style="list-style-type: none"> • Retrieve and issue materials for use by clients in the Reading Rooms with due care and collate usage statistics. • Retrieve and issue materials for use by external and internal clients and complete the relevant documentation. This will include provision of our urgent service and service to international clients • Select items for bulk loans based on customer profiles • Provide copies, which may include digital or other formats, for the use of external clients as required and complete relevant documentation, including doing payments. This will include provision of our urgent service and service to international clients 	<ul style="list-style-type: none"> • Researchers receive their requested material within the agreed standards • External clients have their requests processed to the agreed standards • Staff will find out what customers want and seek solutions to any problems. Customers (both internal and external) will have their urgent requests dealt with to the required standards.
<p>2. Supporting Collection Description</p> <ul style="list-style-type: none"> • Undertake descriptive tasks including creating bibliographic holdings records • Check bibliographic records following agreed guidelines and take steps to remedy any problems noted • Stamp and label items with due care as appropriate for each collection • Package items with due care as appropriate for each collection 	<ul style="list-style-type: none"> • Holdings created accurately to the agreed cataloguing standards • New items made ready for shelving into collections • Items packaged to meet preservation standards

What you will do to contribute	As a result we will see
<p>3. Collection Care and Maintenance</p> <ul style="list-style-type: none"> • Shelve and shelf check collections in house and off site. • Pack and move collection items to support exhibitions, public programmes or outward loans • Update loose-leaf materials and prepare for storage • Undertake collection maintenance tasks including assisting with checking and changing holdings, processing donated materials, duplicate items and withdrawn items • Move heritage collections to offsite storage facility • When handling collection materials, identify items that need conservation assessment 	<ul style="list-style-type: none"> • Items shelved accurately • Collection maintenance and handling carried out to the required preservation standards
<p>4. Other Tasks</p> <p>Library Assistants may be allocated some of the following tasks</p> <ul style="list-style-type: none"> • Contribute to the development and regular updating of policies and procedures • Index biographical articles for Indexing Services • Support and complete preparation work for planned digitisation projects, and other Imaging or Copying programmes • Maintain statistics- collate monthly statistics for retrieval and shelving of the Alexander Turnbull Library collections • Assist with the training of new staff • Contribute to and complete tasks for collection projects • Create short records, purchase orders and receive items into the collections • Undertake box making to support long term storage of collections. • On occasion contribute to other duties as agreed 	<ul style="list-style-type: none"> • Tasks completed as required within agreed standards and timeframes • Staff contributing to other work as required

What you will do to contribute	As a result we will see
<p>Contribute to teamwork, corporate development and special projects/tasks</p> <ul style="list-style-type: none"> Assist colleagues Maintain and promote harmonious working relationships Participate in staff meetings Participate in/carry out special projects/tasks as required Assist with training of new staff 	<ul style="list-style-type: none"> A strong and functioning team
<p>Health and safety (for self)</p> <ul style="list-style-type: none"> Work safely and take responsibility for keeping self and colleagues free from harm Report all incidents and hazards promptly Know what to do in the event of an emergency Cooperate in implementing return to work plans 	<ul style="list-style-type: none"> A safe and healthy workplace for all people using our sites as a place of work. 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	Team Leaders		✓		✓		
	National Library and ATL staff	✓	✓		✓		✓
External	Clients using the Reading Rooms				✓		✓
	New Zealand and international clients requesting items	✓			✓		✓

Your delegations	
Human Resources and financial delegations	Level Z
Direct reports	Nil

Your success profile for this role

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](#).

Keys to Success:

- Customer Focus
- Action oriented
- Teamwork and peer relationships
- Self-development and learning
- Functional and technical skills

What you will bring specifically

Knowledge:

- Basic library routines and procedures are desirable
- Experience using standard computer packages

Skills:

- Ability to physically retrieve and re-shelve items in the various environments, is essential
- Effective written and oral communication
- Ability to meet deadlines and work under pressure
- Ability to work with minimum supervision
- Ability to problem solve

Other requirements:

- NCEA Level 3 (or equivalent) qualification is essential
- Drivers licence required for Alexander Turnbull Library role
- Security clearance is essential for Alexander Turnbull Library role
- Ability to fulfil the physical requirements of the position, which will include the lifting of heavy items