

# Library Customer Service Assistant

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## Kaupapa | Purpose

- To ensure borrowing needs of Library customers are met effectively and efficiently, and that our customers are satisfied with the quality of service received.
- Act as an initial point of contact for information for Library customers, providing assistance face to face, via telephone, or through email, or any other system utilised.
- To promote independent information skills among library customers, sharing knowledge and developing the skills of customers.
- Librarians are assisted with back of house tasks as required.

**Reports to:** Library Manager

**Team:** Wintec

**Remuneration:** IEA Band 2 (\$56,453 to \$67,200)

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## Ngā mahi | Do

- The Library and its collection are maintained in a tidy and user- friendly state, and resources are located with ease
- Responsible for shelving, shelf-reading, cleaning, and stock movement duties
- Process and inspect library stock on its return, identifying items in need of repair and maintenance
- Monitor behaviour in the library and either address, or escalate to another team member or security
- Prepare Library displays and exhibitions highlighting new material, topical subjects and working with internal partners

- The information requests of Library users are addressed appropriately and sufficient support is given in response to enquiries
- Provide information in response to queries, and initial reference advice.
- Refer advanced information enquiries from users to the appropriate specialist Library staff
- Prompt, efficient, friendly desk service is provided Accurate, relevant information is supplied to customers
- Customers are shown how to find resources through discovery layer, catalogue, database and web searches
- Desk procedures are followed correctly and effectively. Some desks will be sole charge, depending on the time of day and weekends
- Interactions with customers align with Wintec values and demonstrate a strong customer service ethos
- The borrowing needs of Library customers are met effectively and users are satisfied with the quality of service received.
- Issue and return library resources using the automated system and sort for shelving or distribution.
- Source and obtain items for Library users to fulfil requests/holds
- Supply items for interloan requests from external institutions, and make Interloan requests to other libraries
- Communicate with Liaison Librarians to enable outreach or further assistance, based on customer observation

#### Administration

- Library material is processed for use as required
- Ensure library resources are shelf ready. Mail is collected and distributed.
- Assist liaison librarians with co-ordination of events
- Assist Collection Management Librarian with ordering tasks Physical serials are received and processed

## Project

- Contribute to Library or Wintec wide projects as required

## **Health and safety management accountabilities are understood and applied.**

### **Individual and staff H&S outcome and objectives**

- Significant hazards in the area of responsibility are identified, documented and reviewed annually or as new hazards emerge
- Significant hazards are eliminated, isolated and/or risk minimized
- Staff in the area of responsibility are involved in the hazard management

### **Wintec culture**

- Observes Wintec's mission, strategies, priorities and values in all activities
- Follows all Wintec and Te Pūkenga's policies and procedures and legislative obligations
- Demonstrates an understanding and commitment to the principles of the Treaty of Waitangi and Equal Employment Opportunities (EEO)
- Demonstrates an understanding of and commitment to Wintec | Te Pūkenga mission, strategies, priorities and values
- Promotes equity and diversity in the workplace; builds mutual trust; and treats kaimahi equitably, transparently, fairly and in a culturally appropriate manner
- Undertakes continuous improvement and development of systems, procedures and service to ensure Wintec maintains and develops its position as a leading provider of vocational education and training

### **Other duties**

- Performs other duties as may be reasonably required from time to time

### **Demonstrate commitment to:**

**Te Tiriti o Waitangi.** Through our developing understanding of our obligations and our connection with Te Tiriti o Waitangi as both individuals and as an organisation.

**Ākonga at the Centre.** Through prioritising the experience, wellbeing, and success of our ākonga in our decision-making process.

**Equity.** Through recognition, empowerment, and inclusion we can give greater acknowledgement of the unmet needs of Māori, Pacific and disabled ākonga and their whānau.

**Vocational Education and Training Excellence.** Through quality provision for all ākonga, meeting the regional needs of employers and communities.

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## Pūkenga | Have

### Education, Training and Experience

#### Education/training

- NCEA Level 3 Advantageous: Library qualification

#### Experience

- 3-4 years work experience
- Digital literacy
- Desirable: Experience working in a busy client-focused environment, information provision
- Advantageous: Library experience

#### Typical knowledge, skills and attributes

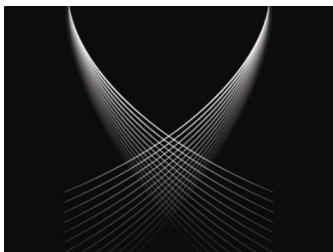
- Ability to undertake some physical demands such as lifting and moving heavy boxes and pushing library trolleys
- Ability to work well both independently and in a team environment
- Able to exercise judgement in problem solving.
- Highly developed interpersonal and relationship skills
- Ability to be innovative, to question the status quo and to adapt to changing circumstances.
- Demonstrated ability to work with colleagues to resolve issues and meet agreed outcomes.

- Able to build rapport with and communicate with people from different cultures, backgrounds and ages
  - Excellent communication skills (oral, written and listening)
  - Emotional self-awareness – aware of own values, behaviour and responses
  - Effectively negotiates mutual expectations and builds rapport in key relationships
  - Empathy and understanding of others' perspectives and emotions Proven positive, supportive and proactive attitude towards customers and colleagues.
  - Good keyboard skills and knowledge of standard computer applications (e.g. Microsoft Office)
  - Ability to understand and follow directions and complex policies and procedures
  - Strong customer service orientation and able to empathise with the needs of the customer
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## Wintec Values



Manawa nui describes the behaviour of a person or group that embodies manaakitanga (kindness), humility, patience, respect, tolerance and



Manawa roa describes the behaviour of a person or group that embodies staying power, resilience, fortitude, grit and doing what needs to be done to achieve the collective goal.



Manawa ora describes the behaviour of a person or group that embodies the act of breathing life into all aspects of another life form.

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## **Ngā Hononga Mahi | Working relationships**

### **Internal:**

Department Managers / Team Managers/Team Leaders/Coordinators / Administration  
Staff / Academic Staff

### **External:**

Ākonga / learners

### **Resource delegations and responsibilities:**

**Financial:** Nil

**People:** Nil