

Job Description

Position: Library Assistant	
Grade: 11	Date: March 2024
Reports to: Library and Learning Manager	

Te Tirohanga Whakamua; Our Vision:

We are an essential and valued partner in achieving economic and social prosperity for the Central North Island of Aotearoa.

Te Kaupapa; Our Mission:

As the lead partner for vocational education and training in the Central North Island, UCOL's collaborative and innovative approach is exemplary.

Ngā Whanonga Pono; Our Values:

- Relationships – Whanaungatanga
- Excellence – Kia eke panuku, eke Tangaroa
- Transformation – Te huringa tangata
- Agility – Kia kakamā

Purpose of the Position:

To support students and academic staff to be successful in their academic research and learning through supported library services. The Library Assistant responds to the needs of students and academic staff through pro-active problem solving, embedding library service expertise and resources, improving systems and developing resources. The Library Assistant works with colleagues at UCOL to improve student success.

Financial Delegation:

Nil

Staff reporting to this role:

Nil

Internal Relationships:

- Peers and leaders across Student Success Group
- Teaching staff
- Other related roles
- Leadership Team

External Relationships:

- Students

- UCOL's Stakeholders providing services to Student Success

Key Result Areas:

Key Performance Indicator 1

To facilitate research support by students and staff by providing professional reference services and stakeholder management.

What will I be doing?	How will I know I am doing it well?
Providing professional reference services.	Students and staff are advised on discovering, accessing and using the full range of information resources to meet their learning, research and teaching needs; Students and staff are assisted with developing research skills; Effective use of Library services, resources and facilities is actively encouraged and supported; and Specialist knowledge of information sources in all formats relating to designated academic departments is maintained.
Building and Maintaining stakeholder management and liaison and outreach.	Accurate, timely and relevant information is provided to students and staff as requested; Outreach activities are arranged and carried out to contact new students through academic staff; Liaise with new academic staff to promote the Library as part of on boarding activities; and Provide drop-in sessions and workshops as required for students.

Key Performance Indicator 2

To provide general library service and support to UCOL students, academic and general staff.

What will I be doing?	How will I know I am doing it well?
Library and its collection are maintained in a tidy and user-friendly state, and resources are located with ease.	Shelving, cleaning, and stock movement duties are fulfilled. Library stock is processed and inspected on its return, identifying items in need of repair and maintenance and forwarding for repairs; and Library displays and exhibitions are prepared and monitored.
Information requests of library users is addressed and appropriate support is given in response to enquiries. This may include identifying and escalating issues (e.g. wellbeing) as appropriate.	Information in response to queries is provided and advanced information enquiries from users is progressed to the appropriate library staff member. Prompt, efficient, friendly desk service is provided; where appropriate, referral pathways are followed. Desk procedures are followed correctly and effectively; and interactions with library users

	align with UCOL values and demonstrate a strong customer service ethos.
The borrowing needs of library customers are met effectively.	Issue and return of library resources is completed and sorting and shelving duties done. Library user requests and holds are sourced and obtain; and communication with UCOL librarians to enable outreach or further assistance based on library user observation.
General knowledge Hub activities are complied with.	Data and information is gathered and shared for analysis and reporting purposes. Projects to problem solve barriers to learner achievement is planned, delivered and reported on. Resources are developed, quality assured, and published to improve learner engagement. Meetings are attended and a collaborative working relationship is maintained with colleagues.

Key Performance Indicator 3

Student Success and Library Initiatives.

What will I be doing?	How will I know I am doing it well?
Support, and at times lead, initiatives to develop and enhance Library services and Student Support.	Identify and implement initiatives and strategies that develop student engagement capabilities.
	Work with the Student Success team (and wider UCOL Colleagues) to facilitate the effective implementation (and reporting of, where necessary) projects.

Key Performance Indicator 4 - Health and Safety

As an employee, under the Health & Safety at Work Act 2015, you are deemed to be a "Worker" and are responsible for the practical implementation of the systems and processes established to protect your health, safety and wellbeing while not endangering others. As an employee of UCOL, employees must ensure that they comply with UCOL's Health and Safety Policies, Procedures, and any Standard Operating Procedures along with any relevant Legislation or Industry Standards, which apply to the delivery of their tasks or are required by their Faculty or Department.

What will I be doing?	How will I know I am doing it well?
Undertake your work safely and do not participate in activities that may place yourself and others in danger or at risk.	Nothing that the incumbent does or doesn't do results in others being put in danger or risk or harmed.
Comply with all health and safety information, instruction, training, and supervision.	You actively participate in any health and safety training appropriate to the role, and will at all times comply with health and safety policies, procedures and standards.
Report any health and safety hazards, incidents, and near misses accurately and in a timely manner to your Line Manager and	All health and safety hazards, incidents, and near misses are required to be entered into the health and safety management system immediately. If

enter into the electronic health and safety management system (Vault).	this cannot be done immediately, it must be done as soon as practicable after the hazard, incident, near miss occurred. Serious incidents and hazards should also be reported immediately to the Line Manager and verbally to your Senior Manager and entered into the health and safety management system.
Comply with all requirements of return to work or rehabilitation plans.	You will comply with all of the requirements of a return to work or rehabilitation plan to ensure that they return to work in a sensible, healthy, and safe way.
Report any faults or issues relating to health and safety into the Vault, Health & Safety Management system and ensure that your Line Manager is kept fully informed of any issues.	Any faults or issues relating to health and safety need to be reported to your Line Manager and/or to the Health and Safety team immediately. If this cannot be done immediately, it must be done as soon as practicable after becoming aware of the fault or issues.

To be successful we need to work as a team, so the responsibilities set out in this job description are not exhaustive. As a result, after mutual agreement, we may require you to undertake other reasonable tasks as required, which are within the ability of the jobholder.

Core Competencies – compressed version

Tangata Tiriti – how we embrace culture.

- **Engagement** - establish and maintain effective professional relationships focussed on the learning and wellbeing of our ākonga and staff, demonstrate commitment to ongoing professional learning and development of personal professional practice by engaging in He Kākano Rua (UCOL’s Cultural Competency Framework).
- **Enlightenment** - continue to develop understanding of Te Tiriti o Waitangi / the Treaty of Waitangi and continue to develop knowledge of Tikanga Māori and the appropriate usage and accurate pronunciation of Te Reo Māori.
- **Empowerment** - demonstrate commitment to bicultural partnership in Aotearoa New Zealand, works effectively within the bicultural context of UCOL.

Please note, the list below is a condensed version of the behaviours and practices; for descriptors of each behaviour, please refer to ‘Staff Competencies’ on our website or the Teams Portal.

Professional behaviours – how we behave at work.

- Dependable/compliant
- Resilience
- Flexibility
- Risk Conscious/Zero Harm Attitude
- Self-Insight
- High Emotional Intelligence
- Shows initiative
- Ethics and integrity
- Personal responsibility

Work practice – how we achieve results.

- Achievement
- Mental Power
- Critical Thinking
- Logical Reasoning
- Numerical Reasoning
- Results focus
- Digital competence / IT literacy
- Information
- Communication
- Innovative
- Safety
- Problem-solving

Relationships – how we work together.

- Communication
- Verbal Reasoning
- Teamwork
- Negotiation / Conflict management
- Building relationships
- Strategic agility
- Values diversity
- Collaboration
- Keeps student focus

Customer and Business Support Competencies

- **Customer Focus** - motivated by exceeding customer expectations. Understands the customer perspective and uses it to guide decision making for quality service outcomes. Anticipates needs of all customers including students and stakeholders. Demonstrates professional standards and behaviours that deliver superior outcomes.
- **Negotiation skills** – able to approach differences with confidence, ensuring that personal and professional relationships remain strong.
- **Relationship management**-- maintains relationships with key stakeholders by connecting and collaborating with them. Presents a cheerful, positive manner, treating others equally.
- **Ethics and integrity**- respects and maintains confidentiality. Avoids situations and actions considered inappropriate or which present conflict of interest.

Qualifications and/or Skills

- A relevant Tertiary qualification in Information Management and Librarianship preferred
- Has experience and knowledge in information and research principles and online database access
- Has experience and knowledge of the Institute of Technology & Polytechnic, Education or Higher Education Sector in New Zealand Education preferred
- Experience in working with students from diverse social backgrounds
- Knowledge of the Treaty of Waitangi and its implications for and application to professional practice in the New Zealand Institute of Technologies and Polytechnic (ITP) sector
- Experience of professional practice in diverse settings
- Excellent written and verbal skills - able to present to a range of environments, and communicate persuasively and effectively to a range of people including students

Personal Characteristics/Attributes

- Positive attitude to working within a team
- An organised, methodical approach to tasks
- Personable, approachable and inclusive manner with students and staff
- Valuing of lifelong learning

Other Requirements

- Must have a full driver's licence.
- Pre-employment Criminal Convictions Check.
- Clean from the influences of drugs and alcohol in the workplace at all times.
- Member of appropriate professional body.

We aim for a "can-do!" attitude where we help one another and UCOL. For that reason, you will need to be open to reasonable changes in your duties and responsibilities and this job profile being updated from time to time, after mutual agreement, as we adapt to change and keep striving to deliver all that we can for our students.