

POSITION DESCRIPTION

Position:	Collections Librarian
Department:	Community Services
Location:	Wānaka, Frankton & Queenstown (district-wide)
Reports to:	Library Services Manager
Date:	October 2023

BACKGROUND

Queenstown Lakes District Council (QLDC) is a territorial authority in Te Waipounamu South Island of Aotearoa New Zealand, with a current resident population of approximately 48,300 which is projected to increase to 61,350 by 2031¹. The Queenstown Lakes District is also a premier tourist destination making a significant contribution to the national economy. In recent years, the district has experienced significant and sustained growth in both resident population, and in international and domestic visitor numbers. Our demand projections forecast this growth to continue². The overall growth pressures the district is experiencing has led to the 2021 -2031 Ten Year Plan setting out an ambitious programme of work, with over \$1.6 billion of capital investment to be made over the decade³.

QLDC has a central role to play in maintaining and enhancing the quality and liveability of the outstanding environment of the district. It also has a central role in development and regulation and provides high quality services and infrastructure to residents and visitors; managing the district's parks, trails, libraries and recreational facilities; enabling sustainable development through consenting services; and regulating local activities. QLDC's role in leading the recovery effort for the district in response to COVID-19, also means that the diversification of the district's economy is an increasingly important priority for our Council.

The community outcomes set out in the 2021 – 2031 Ten Year Plan are directly extracted from [Vision Beyond 2050](#), which is our community vision statement:



¹ [QLDC demand projections, March 2022](#)

² [QLDC demand projections, March 2022](#)

³ [QLDC Ten Year Plan 2021 - 2031](#)

VISION, MISSION AND VALUES

We're proud to be QLDC, and in response to the growth the district has experienced over recent years the QLDC organisation has itself experienced substantial growth. With an employed workforce of approximately 550 in July 2022, and a range of partner organisations delivering services on behalf of Council, QLDC is also a significant employer in the district. The range and types of work carried out at QLDC are extensive, and complex; becoming increasingly so as the district continues to grow.

Our culture is an important part of who we are. The vision, mission and values set out below are the foundation for our organisational culture; how and why we go about things:



PURPOSE

The Collections Librarian has ultimate responsibility for the maintenance and development of the library's collections across the district. The position will be responsible for the collection strategy, the development of a collections team, the control of expenditure, the maintenance of effective financial management, supplier relationships and the allocation of budget.

KEY TASKS

Content & Collections Development

- Lead the development and maintenance of the district's collections, analysing collection content, developing new collections/formats as required, monitoring standing orders, purchasing, cataloguing, and de-selecting for the best and most accessible collections possible.
- Develop deep and broad collections (physical and digital) that inspire, inform, and delight the library customers across the district.
- Have detailed knowledge of the current library collections and information to assist customers when needed.

- Create and maintain policies, plans and selection profiles that strategically guide the development of our collections. Regularly monitor collection data to ensure we are meeting the standards and objectives set out in our policies.
- Provide strategic direction and subject matter expertise for all current collections at the libraries.
- Lead the efficient, appropriate, and timely monitoring and expenditure of the libraries' collections budget and contribute to the annual budget allocation process.
- Ensure delivery of annual financial and non-financial performance objectives in accordance with the Annual Plan and Ten-Year Plan.
- Manage invoices and POs for the collections.
- Conduct procurement processes on contracts and renewals to ensure optimum terms with suppliers.
- Monitoring of usage between QLDC and CODC customers to ensure stock levels are appropriate.
- Monitor acquisition baskets submitted by the collections acquisition team.
- Manage the transition of order records from vendor into the Library Management System (LMS).
- Responsible for managing stock taking schedule and outputs
- Oversee the rotation of diverse collections around the district.
- Manage the preservation and management of the Heritage Collections including the Malaghan and Pembroke Collections.

Leadership & Training

- Train the library specialists to develop the wide range of collections and the requisite skills to use the relevant LMS modules.
- Liaise with the Librarians (Collections) in each branch on a regular basis and set the work programme for the Collections team. This is in conjunction with their direct managers, the Library Manager.
- Identify the training needs for the Collections team.
- Provide 360 feedback regarding the Collection team's performance via the Library Branch Manager.
- Work collaboratively as a team with the Library Branch Managers and specialist librarians and other employees, to ensure consistency of service and policy implementation across the district.
- Contribute to or lead specific library projects.
- Participate in the orientation, training, and support of employees in collection specific areas, providing coaching/buddy support when required.
- Manage, review and update collections policies annually in consultation with the Library Services Manager
- Produce an annual plan that identifies community needs, creates a vision for the collection and markets the collection to users in consultation with the Library Services Manager and Library Marketing Team

Stakeholder Management & Teamwork

- Contribute to a shared vision of enriching minds and communities as a "one team, district wide" culture within the broader Library team.
- Keep the Library Services Manager and Library Leadership Team well informed of progress on work tasks, emerging issues, difficulties, and risk management.
- Liaise with other library employees regarding the Reader Advisory Programme.
- Own the relationship with external stakeholders.

- Build strong partnerships with external suppliers to enable efficiencies.
- Build an effective working relationship with CODC Libraries.

Digital and ICT

- Work with the Digital Services Librarian to support with any technology requirements.
- Be an expert in the Library Management System (LMS) and Library Radio Frequency Identification, keeping up to date with library software and its evolving functions.
- Responsible for maintaining the digital collections.

Customer Service Focus

- Work with the branch collections specialists to provide resources to assist patrons in their reading selections.
- Cultivate a professional and positive image for QLDC, creating a positive first impression and reflecting the organisation's core values and vision.
- Resolve customer complaints professionally; maintain confidentiality and discretion.
- Proactively identify opportunities for improvement, responding to community needs and library user feedback.
- Support a focus on diversity and inclusion that incorporates Te Ao Māori.
- Meet the needs of a diverse and multicultural community in the Library's physical and digital spaces

Te Reo and Tikanga Māori

- Support and promote the use of Te Reo Māori me ōna tikanga across physical and digital platforms.
- Encourage an environment where mātauranga Māori is respected, valued and supported.
- Understand the significance of QLDC's partnership with Kāi Tahu and promote appropriately and knowledgeably across all mediums, communications, and interactions.

Corporate Responsibilities

- Build commitment to QLDC's vision, values and services.
- Always be helpful, respectful and responsive.
- Willingly undertake any duty required within the context of the position.
- Manage own personal health and safety and take appropriate action to deal with workplace hazards, accidents and incidents.
- Comply with all legislative requirements.
- Adhere to QLDC's Code of Conduct.

KEY RELATIONSHIPS

Internal:

- General Manager, Community Services
- Library Services Manager
- Library Branch Managers
- Collections team
- Other Library employees

External:

- Customers
- eConsortias
- General Public
- Community Groups
- External suppliers
- CODC

ACCOUNTABILITIES AND DELEGATIONS

Financial Authority

- *P-Card*
- *Financial responsibility for \$400,000 annual capital expenditure relating to the Collection in conjunction with the Library Services Manager and General Manager, Community Services.*

Staff Authority

- *None*

Contractual Authority

- *None*

PERSON SPECIFICATION

Education

- Bachelor's Degree in a relevant field, such as Library and Information Science or similar discipline

Experience

- Minimum 4 years' relevant library experience
- Experience with collection management tools
- Relationship and stakeholder management experience
- Financial management experience
- Excellent relationship building and interpersonal skills
- Ability to be helpful, respectful and responsive
- Professional registration desirable
- Knowledge and understanding of library management and processes
- Working knowledge of collection management and information services principles and practices
- Excellent communication skills - written, spoken, and interpersonal

COMPETENCIES

Core competencies for all employees of QLDC:

Integrity	<ul style="list-style-type: none"> ▶ Represents QLDC in an honest, ethical and professional way, supporting a culture of integrity and professionalism ▶ Acts on QLDC’s vision, mission and values even when it is uncomfortable or difficult to do so ▶ Follows through on agreements; can be relied on to complete tasks and meet commitments ▶ Champions safety and wellbeing by role modelling safe and healthy work practices
Delivering Quality Results	<ul style="list-style-type: none"> ▶ Emphasises progress over perfection, taking action and initiative to resolve issues within established process and procedure ▶ Identifies key tasks needed to achieve objectives, establishing timelines and milestones to reach future state ▶ Shows commitment to completing work activities effectively ▶ Has a can do, will do attitude – taking on new challenges, making the most of every opportunity
Adaptability	<ul style="list-style-type: none"> ▶ Adjusts your plan and approach as the situation changes to deliver the best outcome ▶ Adapts pace of work to meet organisational demands ▶ Is open to new ideas and is willing to try new ways of doing things ▶ Aware of your impact on others and adjusts approach accordingly
Customer Focus	<ul style="list-style-type: none"> ▶ Is dedicated to meeting the expectations and requirements of internal and external customers ▶ Ensures actions, processes and decisions deliver sustainable customer satisfaction and support QLDC’s interests ▶ Communicates effectively with customers and stakeholders to identify their needs and requirements ▶ Knows and understands the customer’s position and looks for opportunities to add value and create a great customer experience
Managing Relationships	<ul style="list-style-type: none"> ▶ Establishes and maintains effective relationships with stakeholders and gains their trust and respect ▶ Listens carefully with an open mind and is receptive to others' ideas ▶ Is aware of and responsive to cultural differences when engaging with people and groups ▶ Ensures actions, processes and decisions deliver sustainable relationships and support QLDC’s interests
Valuing Diversity	<ul style="list-style-type: none"> ▶ Displays an open-minded, non-judgmental attitude towards others ▶ Continues to listen and attend to others when they are being unclear or ‘difficult’ ▶ Actively seeks input from others who may have different perspectives and views ▶ Role models respect and sensitivity to diversity and difference to ensure an inclusive team environment
Organisational Awareness	<ul style="list-style-type: none"> ▶ Applies an understanding of QLDC’s culture and values to their activities ▶ Knows how QLDC works – both the formal and informal channels to use ‘to get things done’ ▶ Adapts quickly to change and uncertainty, approaching change positively and as an opportunity for learning and growth

Competencies specific to the role:

Problem Solving	<ul style="list-style-type: none"> ▶ Identifies potential problems, barriers, and risks and takes action to resolve them ▶ Seeks input and the perspectives of others to support efficient and effective problem solving ▶ Exercises judgement and makes good decisions ▶ Tries different approaches to overcome current obstacles and persists with efforts until an effective solution is found
Resilience	<ul style="list-style-type: none"> ▶ Demonstrates resilience by remaining composed and persevering through difficult or stressful situations ▶ Role models patience and tolerance when dealing with inconveniences and difficulties ▶ Recovers quickly from setbacks and adverse events ▶ Takes personal responsibility for decisions, actions, and mistakes
Influencing and Negotiating	<ul style="list-style-type: none"> ▶ Considers how you will influence over time and adopts a number of deliberate strategies to influence and communicate with others ▶ Achieves effective solutions and outcomes within challenging relationships, or when dealing with ambiguous and conflicting positions ▶ Picks up on people's social cues and reactions, and adjusts your approach accordingly ▶ Encourages others to talk, share and debate ideas to achieve consensus
Collaborating	<ul style="list-style-type: none"> ▶ Accepts and supports team decisions, is a 'good team player', do your share of the work ▶ Willingly shares information, knowledge and experiences with others ▶ Seeks out and works with others, regardless of team, function, business unit, geography, professional boundaries ▶ Fosters open dialogue and feedback
Inspiring, Direction and Purpose	<ul style="list-style-type: none"> ▶ Champions QLDC's vision and strategy and communicates the way forward generating enthusiasm and commitment to goals
Commercial Awareness	<ul style="list-style-type: none"> ▶ Ensures that day-to-day activities are aligned with and meet QLDC's longer term business objectives ▶ Utilises networks and market information to gather multiple perspectives and insights into customer needs and perceptions
Change and innovation	<ul style="list-style-type: none"> ▶ Drives continuous improvement and identifies opportunities to enhance processes and practices
Strategic Agility	<ul style="list-style-type: none"> ▶ Engages in critical questioning, looking for underlying causes and seeks to address those rather than make a "quick fix" ▶ Uses an in-depth understanding of local business and cultural practices to complete negotiations, resolve problems, and / or create business / community opportunities ▶ Uses analytical techniques to identify several solutions and weighs the value of each ▶ Anticipates and assesses the impact of changes to work-plans and initiatives such as changing political / economic conditions and responds appropriately