

Library Customer Services Co-ordinator

Kaupapa | Purpose

Co-ordinate the provision of circulation services to Library customers, co-ordinating requests and distribution of library items to staff and students.

Reports to: Library Manager

Team: Wintec | Te Pūkenga

Remuneration: \$52,600 to \$70,400 per annum (Band 3)

Date: June 2024

Ngā mahi | Do

- Co-ordinate information requests and communication points.
- Ensure the library facility is comfortable, accessible and welcoming to all students.
- Train staff on circulation policies and procedures.
- Requests are allocated to the appropriate library team member according to query, expertise and workload availability. Once allocated, completion is monitored to ensure customer queries are address and resolved in a timely manner.
- Students and library customers are able to access service and support at the circulation desk or within the library area during opening hours. A roster is drafted and available for staff, which includes Customer Service Assistants and the Customer Service Coordinator. The daily supervision of Customer Service Assistants results in the completion of daily duties, including shelving, shelf-tidying duties and any other reasonable duties that ensure our library environment is inviting for use. Provides service at the circulation desk, to ensure that accurate and timely information, instruction and advice are provided for users. Responsible for ensuring opening and closing procedures are carried out. Any performance concerns relating to the Customer Service Assistants is communicated to the Library Manager to resolve.

- Circulation services run smoothly and consistently. Established rules of customer service operation, procedures and policies are complied with. Ensure staff are trained in circulation policies and practices. Terminate staff records as required and facilitate return of outstanding items. Advise the Library Manager on matters relating to circulation activities and assist with planning and development of policies and procedures. Liaise with the Systems Librarian regarding changes to, and problems with, the Library management system and associated products. Maintain effective internal and external relationships to facilitate successful library borrowing. Coordinate library shelf-reading, stock movement, and changes in the physical environment. Oversee use and booking of group study rooms through paper booking system or using technological solution
- Negotiate the recovery or payment of Wintec Library resources. Liaise with Finance team to raise invoice for replacement items from customer for cost recovery. Investigate and resolve all claims returned, lost and missing items queries. Address library customers enquiries concerning notices for Library resources to a mutually satisfactory and prompt conclusion
- Library requests for stationery are collated and followed through to completion
- Work with Customer Service Assistants to ensure that in-coming interloans are actioned promptly on Te Puna VDX and LMS, sent to other libraries, and received back through Te Puna and LMS. Work with Customer Service Assistants to ensure that out-going interloans from customers are actioned promptly through Te Puna VDX, as approved by Liaison Librarians
- Requested items are obtained from shelf, expired holds are checked daily, and items are sent to Rotokauri campus, or distance students as required
- Co-ordinate scheduled notices and reports from the Library management system. Troubleshoot incorrect library user records and resolve. Filter and collate feedback regarding circulation services
- Participate in Library and Wintec wide projects as required.
- 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 minimised. Staff in the area of responsibility are involved in the hazard management process. Relevant H&S training is identified and completed for key staff and those with specific job/training requirements. Work accidents and incidents are reported as soon as possible after occurrence; investigation reports are completed and recommendations considered

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.

Pūkenga | Have

- NCEA Level 3 (or equivalent) Advanced information technology skills, and confidence with using the MS suite of products including Excel and Word; Databases and preferably TechOne.
- Desirable: Knowledge and experience with an automated library management system. 3-4 years in a customer service role. Advantageous: Library qualification or experience
- 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) Strong customer service orientation and able to empathise with the needs of the customer. Excellent organisational and time management skills. Uses initiative, good judgement, and creative thinking to problem solve Accuracy and attention to detail. Confident and outgoing.

Waiaro | Be

Authentic and Inclusive: Promote an environment of inclusion and authenticity, where all contributions are valued, . Be courageous to disrupt inequities for all, including Māori, Pacific and disabled peoples. Hold the conviction that meaningful partnerships with Māori/iwi will contribute to progress for all.

Connected: Integrate waiora-sustainable thinking into your everyday mahi, meeting the needs of the present, without compromising our ability to meet our needs for the future. Embrace the interconnectedness of environmental, social, economic and cultural wellbeing.

Collective: Seek progress over perfection, moving forward with aroha, empathy and persistence. Maintain a focus on results and delivery to build a sustainable, world class, vocational education and training network. Lean into transformation, challenge the status quo and choose courage over comfort to create better results for Toi Ohomai | Te Pūkenga, employers, ākonga and their whānau.

Self-awareness: Navigate yourself, and lead others through change with confidence, understanding how to create the conditions you and others need to thrive. Demonstrate humility, be reflective and self-aware, always seeking to grow personally and as a leader.

Ako: Hold lifelong learning as vital in connection, hauora, and continuous improvement both personally and professionally. No matter your role, recognise your mahi contributes to making a positive difference for our ākonga and their whānau, and their ability to create thriving communities. Recognise Te Tiriti o Waitangi as a powerful mechanism for taking positive action in Aotearoa, and a pathway to achieve equity for all.

Mana tāngata: Contribute to a connected, creative, compassionate workplace, where teams are committed to growth, learning and achieving our shared purpose. Create a safe environment for learning and development, in all you do, including Te Tiriti, equity, academic and professional excellence. Recognise kaimahi and whānau wellbeing are interconnected, when we support personal and professional growth we contribute to Te Oranga/participation in society.

Ngā Hononga Mahi | Working relationships

Internal: Administration Staff

External: Students

Resource delegations and responsibilities:

Financial: Nil

People: Nil