

JOB DESCRIPTION



Library Engagement Assistant (including Māori and Pacific)

ROLE TITLE	Library Engagement Assistant (including Māori, and Pacific)
SECTION/DIVISION:	University Library, Academic Division
REPORTS TO:	Engagement Librarian <i>or</i> Māori Engagement Advisor <i>or</i> Pacific Engagement Advisor
DIRECT REPORTS (FTE):	Nil
INDIRECT REPORTS (FTE):	Nil
PRIMARY PURPOSE OF THE ROLE:	Provide high quality engagement activities and customer-facing services to students, staff, and other stakeholders related to library collections, spaces, and services across all channels of communication, both online and face to face. Support the Library's Customer Experience Principles to create an outstanding customer experience, provide culturally welcoming spaces, connect people to collections, and empower learning and knowledge creation. The role is part of the Library Engagement team, flexibly providing customer-facing services across the Central, Law, Science, Health Science, and Robertson libraries. A strong customer service focus is critical to success in this role. Library Engagement Assistants Māori and Pacific will work with the Māori and Pacific Engagement Advisor roles to provide targeted engagement and library support to our Māori and Pacific communities.
ACCOUNTABILITIES:	Customer Facing Services Staff Library customer-facing service points, both online and face to face, to receive incoming enquires, impart accurate and timely information, provide guidance on the use of library discovery tools, equipment, spaces, and collections, and appropriately referring customers for additional information and support. Perform library service point related tasks including issuing and returns, interacting with and monitoring related software and equipment, and supporting customers to access library facilities. Maintain and improve customer-facing services by monitoring customer use and satisfaction, participating in evaluation activities, and actively contributing to identifying opportunities to improve work processes and customer experience. Engagement activities Participate in User Experience (UX) activities to improve services, spaces, and collections. Support the development of UX projects, prototypes, and evaluation. Working collaboratively with Engagement Librarians, Māori and Pacific Engagement Advisors, and Customers, support the conception,

development, and deployment of a programme of activities to activate library collections and spaces such as but not limited to displays, experiences, presentations, and workshops.

Support the promotion of library collections, services, and spaces through online and face to face marketing including the library website, social media, display screens, library tours, and other appropriate mediums.

Participate in opportunities to promote library collections, services, and spaces, and engage with customers at university events such as orientation.

Learner Support

Support Engagement Librarians and the Māori and Pacific Engagement Advisors to provide learning activities to undergraduate students with a specific focus on first year transition.

Actively contribute to the development, maintenance, evaluation, and improvement of general learning resources such as self-help guides.

Library facilities and collections

Work collaboratively to ensure physical and digital spaces and services are accessible, safe, and welcoming, building a sense of belonging.

Monitor facilities, furniture, and equipment. Escalate serious matters of security or safety immediately and in accordance with established procedures and protocols.

Where required be responsible for opening or securing work area/building and perform fire warden duties.

Where required, support the Collections Access and Discovery team in scanning, retrieval, and other collections activity in the public areas of the library.

Teamwork

Contribute to library projects and groups, listening to and collaborating with a diverse range of people and perspectives.

Support the training and development of new staff including student assistants. Actively participate in training, being coached, and mentored.

Contribute to the development, documentation, and improvement of procedures and protocols ensuring that all team members have access to the knowledge they need to complete required tasks.

KEY RELATIONSHIPS:

Internal

Library Staff
Students and academic staff
Professional staff

External

Researchers and visitors
Colleagues in the GLAM sector
Prospective students, whanau, alumni, parents
Otago University Students Association (OUSA).

QUALIFICATIONS & EXPERIENCE:Essential

Recognised qualification appropriate to the role or proven experience providing excellent customer service in a frontline service environment and/or providing impactful engagement activities and cultivating meaningful interactions.

Experience in building and fostering positive work relationships.

Preferred

Tertiary qualification

Tertiary sector experience and/or familiarity with a university environment.

Experience in supporting User Experience (UX) activities, in library or similar context.

Experience supporting engagement activities, in library or similar context.

TECHNICAL SKILLS AND KNOWLEDGE:Essential

Proficiency in the Microsoft suite of programmes; well-developed keyboard and word processing skills

Ability to communicate clearly and effectively, both face to face and online, verbally and in writing.

Proven experience learning new systems, software, and procedures quickly.

Ability to work cooperatively with others to accomplish joint tasks and common objectives.

Understanding of cultural diversity and its implications in a Library environment.

Exceptional customer focus and understanding of customer needs.

Preferred

Familiarity with library management software (e.g., Ex Libris Alma or equivalent) for issues, returns, and related circulation tasks.

For Māori and Pacific library engagement assistants' proficiency in Te Reo Māori or a Pacific Language, or a willingness to develop it.

For Māori and Pacific library engagement assistants', knowledge of Tikanga Māori and Te Reo Māori or knowledge of Pacific cultural values and perspectives.

SPECIAL REQUIREMENTS:

Actual hours and place of work will be determined by a roster.

This role requires a strong presence onsite, fostering direct collaboration with cross-functional teams and enabling face to face contact with customers and physical library space.

DIRECT BUDGET ACCOUNTABILITY:

Nil

MĀORI STRATEGIC FRAMEWORK:

Act in a manner consistent with the principles and implications, as well as the University's commitment to the Treaty as articulated in the Māori Strategic Framework.

PACIFIC STRATEGIC FRAMEWORK:

Act in a manner consistent with the strategies and goals contained in the University's Pacific Strategic Framework, role-modelling and promoting Pacific values, equity and diversity principles and cultural safety practices.

HEALTH AND SAFETY:

Act and work in a manner compliant with current health and safety at work legislation and University procedures, frameworks and guidelines. Role model safe behaviour and practices, share the responsibility to prevent harm and contribute to a safe campus and work environment, including raising workplace health and safety concerns for self, students, visitors and other staff.

SUSTAINABILITY:

Act in a manner consistent with the University's sustainability commitments; role-modelling sustainable practices, with a particular emphasis on minimising the environmental impact of day-to-day activities.

EQUITY AND DIVERSITY:

Act in a manner consistent with the University's commitment to anti-racism and the co-creation of accessible, safe, respectful, and welcoming environments where all students and staff are supported to achieve their full potential.

CAPABILITY FRAMEWORK:

Capability Group	Capability Name	Level
ENGAGE	Communicate Effectively	Intermediate
	Commit to Customer Service	Intermediate
	Work Collaboratively	Foundational
	Influence and Negotiate	Foundational
ENABLE	Deliver Results	Intermediate
	Plan and Prioritise	Foundational
	Think and Solve Problems	Foundational
	Demonstrate Accountability	Foundational
PERSONAL ATTRIBUTES	Display Resilience and Courage	Foundational
	Act with Integrity	Foundational
	Manage Self	Foundational
	Value Diversity	Foundational
LANGUAGE AND CULTURE	Te Reo	Foundational
	Tikanga Māori	Foundational

CAPABILITY FRAMEWORK DESCRIPTORS

Library Engagement Assistant (including Māori and Pacific)



Communicate Effectively	Commit to Customer Service	Work Collaboratively	Influence and Negotiate
<i>Communicate clearly, actively listen to others and respond with respect</i>	<i>Provide customer centric services in-line with the University's and organisational objectives</i>	<i>Collaborate with others and value their contribution</i>	<i>Gain consensus and commitment from others and resolve issues and conflicts</i>
INTERMEDIATE	INTERMEDIATE	FOUNDATIONAL	FOUNDATIONAL
Focus on key points and speak using plain language Clearly explain and present ideas and arguments Display active listening and ask appropriate, respectful questions Write fluently and communicate routine technical information clearly avoiding unnecessary use of jargon	Support a culture of quality customer service in the organisation Demonstrate a thorough knowledge of the services provided and relay accurately to customers Identify and respond quickly to customer needs Consider customer service requirements and provide solutions to meet needs. Resolve complex customer issues and needs Co-operate across work areas to improve outcomes for customers	Work as a supportive and co-operative team member, share information and acknowledge others' efforts Respond positively to others who need clarification or guidance on work activities Step in to help others when workloads are high Keep team and supervisor informed of work tasks	Utilise facts to support claims Help to find solutions that contribute to positive outcomes Respond to conflict without worsening the situation and refer to a supervisor where appropriate Know when to withdraw from a conflict situation

Deliver Results	Plan and Prioritise	Think and Solve Problems	Demonstrate Accountability
<i>Achieve results through efficient use of resources and a commitment to quality outcomes</i>	<i>Plan to achieve priority outcomes and respond flexibly to changing circumstances</i>	<i>Think, analyse and consider the broader context to develop practical solutions</i>	<i>Be responsible for own actions, adhere to legislation and policy and proactively address risk</i>
INTERMEDIATE	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
Complete work tasks to agreed budgets, timeframes and standards Take the initiative to progress and deliver own and team/work unit activities Contribute to allocation of responsibilities and resources to ensure achievement of team/work unit goals Seek and apply specialist advice when required	Plan and coordinate allocated activities Re-prioritise own work activities on a regular basis to achieve set goals Contribute to the development of team work plans and goal setting Understand team objectives and how own work relates to achieving these	Find and check information needed to complete own work tasks Identify and inform supervisor of issues that may impact on completion of tasks. Escalate more complex issues and problems when these are identified Share ideas about ways to improve work tasks and solve problems Suggest improvements to work tasks for the team	Take responsibility for own actions Be aware of delegations and act within authority levels Be aware of team goals and their impact on own work tasks Escalate issues when these are identified



PERSONAL ATTRIBUTES

Display Resilience and Courage	Act with Integrity	Manage Self	Value Diversity
<i>Be open and honest, prepared to express your views, and willing to accept and commit to change</i>	<i>Be ethical and professional and act in keeping with the University's values</i>	<i>Show drive and motivation, a measured approach and a commitment to learning</i>	<i>Show respect for diverse backgrounds, experience and perspectives</i>
FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL	FOUNDATIONAL
Be open to new ideas and approaches Offer own opinion, ask questions and make suggestions in an appropriate manner Be willing to adapt to new situations Do not give up easily when problems arise Stay calm in challenging situations	Behave in an honest, ethical and professional way Take opportunities to clarify understanding of ethical behaviour requirements and follow legislation, rules, policies, guidelines and codes of conduct that apply to own role Speak out against misconduct and inappropriate behaviour	Be willing to develop and apply new skills Show commitment to completing work activities effectively Look for opportunities to learn and improve own performance seek feedback from colleagues and stakeholders Demonstrate a motivated attitude to work activities	Acknowledge and be responsive to diverse experiences, perspectives, values and beliefs Be open to the inputs of others Work to understand the perspectives of others



LANGUAGE & CULTURE

Te Reo	Tikanga Māori
<i>Develop understanding and use of te reo Māori (Māori language)</i>	<i>Create knowledge and use of tikanga Māori (Māori cultural practices) in the work place</i>
FOUNDATIONAL	FOUNDATIONAL
Use te reo Māori words and greetings in an appropriate way in the work place Endeavour to use and pronounce Māori words correctly Actively participate in training and development opportunities that increase own te reo Māori language capability	Understand the University's Māori Strategic Framework and its relevance for own work Demonstrate some awareness of Māori customs, values and beliefs Has some knowledge of Te Tiriti o Waitangi Actively participate in training and development opportunities that increase own understanding of tikanga Māori and knowledge of Te Tiriti o Waitangi