

UNIVERSITY OF OTAGO
Ōtākou Whakaihu Waka

JOB DESCRIPTION

POSITION TITLE: Hocken Collections Assistant
DEPARTMENT: Hocken Collections, University Library
DIVISION: Academic

1. ORGANISATIONAL SCOPE:

The Library Environment:

The University of Otago is New Zealand's oldest university with a strong record in research and research-informed teaching. The University and its Library operate in an environment characterised by constant change in higher education, both nationally and globally and by the need to accommodate both traditional and innovative modes of scholarly communication.

Within this context, the expected outcome from the University Library is the support and enhancement of learning, teaching and research at the University of Otago. The Library achieves this by directly aligning its services with University priorities and strategic imperatives, and by working in partnership with staff, students and the wider community.

The ways that academics and students use libraries have changed, as have their demands regarding physical and digital resources. University libraries are required to provide timely and effective responses to these changes to ensure the resources they acquire remain relevant and useful. However, regardless of technological change and the growth and take-up of digital content, research collections will continue to exist in both the physical and virtual state for the foreseeable future. Library services must maintain this balance and provide access and support for all formats depending on the needs of their community.

Twenty-first-century research library collections demand multiple strategies for ensuring broad access to information resources. In a networked world, local holdings are now only part of the information resources available for research and learning. Current collection management practices have required a shift from thinking of collections as products to understanding collections as components of the University's knowledge resources.

As more material becomes available online and large scale digitisation makes material accessible to global audiences, academic research libraries are increasingly being characterised by their special collections and what they hold uniquely. A key strategy is activating special collections for the benefit of the University and its engagement with wider communities and stakeholders. For the University Library there are challenges in the stewardship of these resources in the Hocken and elsewhere in the University Library, and in making them accessible to the University's research communities and the world of scholarship.

Hocken Collections and the University Library:

Hocken is one of the foremost documentary heritage collections in New Zealand. Its collections are developed to document the history, cultures and natural environments of Aotearoa New Zealand and the Pacific with a special emphasis on documenting the Otago/ Southland region. Open since March 1910, the Hocken was founded on the collection of Dr T Morland Hocken.

The collection was gifted to the University of Otago to hold in trust for the people of New Zealand, and in adherence to the foundation deed of trust, the collections are intended to be kept in perpetuity. Care is taken when selecting new items to evaluate how they will contribute to the research interests of current and future users. Providing secure and appropriate storage environments that ensure the safety and longevity of the physical collection and its content is fundamental to our business. Hocken's reputation and its relationships with its communities are essential for the ongoing development of the collections.

Hocken's resources are used by the University of Otago's staff and students as well as academics, students and independent researchers from around New Zealand and the world. Increasingly collections and services are being delivered online. The Hocken Gallery showcases the diversity of the collections through a changing programme of curated exhibitions showing contemporary and historical material from across the collections. Hocken staff are experts in the content, care and curation of the collections they are responsible for and are leaders within the NZ GLAM community (galleries, libraries, archives and museums).

The University of Otago Library's Executive Management Group includes the Hocken librarian, and is responsible for Hocken's governance and management including strategic planning and setting policy.

2. PRIME FUNCTION:

To provide support for Hocken's services to its research communities and for Hocken collection management activities. Hocken Collections Assistants work throughout the Hocken in Researcher Services, Publications, Archives and Pictorial Collections teams.

Each Hocken Collections Assistant will be placed in a role within one of these areas but may work across teams depending on rostering to service desks, project work, or the availability of a staff development opportunity. The job description details the core functions for all Hocken Collections Assistants, and is supplemented with operational procedures which document the specific tasks associated with each placement. The job description and this documentation provide the complete description of each Hocken Collections Assistant's duties.

3. REQUIRED OUTCOMES:

- Researchers using Hocken in person and at a distance receive high quality services
- Collection management activities are supported
- Security and safety of library materials and facilities is maintained
- Contribution is made to the functioning of a high-performing team

4. PRINCIPAL ACCOUNTABILITIES:

The incumbent will:

- Register new users and give instruction to first time and experienced users in use of catalogues and databases and search strategies for discovering material related to their research interests.
- Issue material from all collections, oversee use of that material by researchers and monitor compliance with reading room rules, collections restrictions and copyright.
- Refer advanced information enquiries to the appropriate Hocken specialist staff.
- Assist researchers in use of equipment such as microform readers, audio-visual playback equipment, and self-service copying equipment.
- Assist researchers with requests for reprographic services.
- Respond to requests for material and information from distance users.
- Assist in collection development by identifying material for selection and de-selection according to established policies and procedures, liaise with donors offering material to the collection, set up subscriptions and check invoices.
- Undertake sorting, listing, arrangement and description of collections and creation of catalogue records according to relevant policies and procedures.
- Undertake packaging, processing and basic preventive conservation of collection resources according to preservation standards applicable to each collection area.
- Participate in stock management activities.
- Help to maintain security and collection safety by monitoring gallery visitors and use of collection

materials by readers by direct and CCTV surveillance.

- Maintain records of people requiring access to building, issue keys and swipe cards as appropriate.
- Handle all collection material according to standards designed to prevent damage and deterioration being aware that many individual items are unique or have a significant market value.
- Undertake general administrative duties to ensure smooth running of unit including answering telephone enquiries, handling mail, filing and maintenance of the filing system, stock management of publications and marketing collateral, assisting in maintenance of contact lists, ordering office supplies and secure handling of cash and bank reconciliations, collecting and reporting of statistics and providing other administrative assistance as required.
- Provide front-of-house services by coordinating bookings and giving assistance to users of the seminar room, assist in the management of functions and ensure high standard of presentation in public spaces.
- Contribute to the promotion of Hacken by assisting with tours and talks, writing blog posts and contributing to exhibitions and events.
- Actively engage in own continuing personal development in order to enhance own capability within the role.
- Participate in activities associated with the enhancement of team performance and the achievement of the Library's goals.

5. OTHER ACCOUNTABILITIES:

The incumbent will:

- Respect and comply with the University Health and Safety Policies, including the reporting of hazards, injuries and incidents. Employees have duties under the Health and Safety at Work Act 2015 not to expose themselves, or those in their place of work, to any risk that may result in injury or harm.
- Ensure Hocken's compliance with Intellectual Property rights.
- Comply with relevant professional codes of professional practice e.g. Museums Aotearoa Code of Ethics, ARANZ.
- Handle private or restricted information with sensitivity, within established policies and procedures.
- Participate in Library projects, as required.
- Undertake rostered duties, as required, including some weekend and evening work.
- As a member of the team provide assistance and training for colleagues, as required.
- Undertake other duties as may be reasonably assigned to this position and for which the position holder has received adequate training or introduction.

6. RELATIONSHIPS:

Directly responsible to: Researcher Services Team Leader or Head Curator

Supervision of: N/A

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| • Assists in staff recruitment: | No |
| • Addresses staff performance issues personally: | No |
| • Undertakes staff performance development reviews: | No |
| • Allocates tasks to staff and monitors outcomes: | Yes |

Functional relationships with: Hocken users, including researchers and gallery visitors, students and University staff, Contractors requiring building access and other University of Otago Library colleagues.

7. DECISION MAKING AND JUDGEMENT:

- Follows Library and University guidelines for budget expenditure and money handling.
- Works under the direction of the Researcher Services Team Leader or Head Curator to achieve objectives consistent with the goals of the Hacken and the University of Otago Library.
- Is responsible for working with material that is unique and may have high monetary value.
- Uses knowledge of collections to provide cataloguing and description that meets researchers' needs.
- Depending on rosters, can be responsible for opening or securing the building.

8. PERSON SPECIFICATION:

- University degree, preferably in area relating to Library's subject specialization.
- Good general knowledge of New Zealand and Pacific geography, history and culture.
- Customer service experience.
- Experience of working in a gallery, library, museum or archive or a related institution.
- A high level of computer literacy.
- Ability to communicate well both verbally and in writing.
- Problem-solving skills.
- Time management skills and the ability to meet deadlines.
- Ability to prioritise tasks.
- Ability to work with a high degree of speed and accuracy.
- Ability to establish and maintain cooperative working relationships.
- Ability to work both independently and as part of a team.
- Ability to take initiative within defined parameters.
- A flexible attitude and the ability to adapt to change.
- Physically able to handle heavy and/or fragile materials securely.
- Commitment to objectivity and equity in interaction with all library users.
- Commitment to supporting the University of Otago's policies on Te Reo and Tikanga Māori, the Treaty of Waitangi and the application of the University's Māori Strategic Framework.
- Working knowledge of Te Reo Māori and Tikanga Māori.

9. 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.

10. 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.

11. HEALTH & 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.

12. 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.

13. 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.