Te Wānanga o Aotearoa

A wānanga provided in section 162(4)(b)(iv) of the Education Act 1989, is characterised by "teaching and research that maintains, advances and disseminates knowledge and develops intellectual independence, and assists the application of knowledge regarding āhuatanga Māori (Māori tradition) according to tikanga Māori (Māori custom)".

Tūranga *Position*	**Senior Librarian - Takiwā**
Uepū / Wāhanga *Department*	**Kahutaupua / National Tauira Services**
Takiwā / Rohe *District*	**Te Puna Mātauranga**
Wāhi Mahi *Location*	**As per letter of offer (Te Ihu / Te Waenga / Te Kei)**
Whakatau ki *Reports to*	**Team Lead Libraries**
Māka Pūtea *Salary Grade*	**Level 6 - Academic Support**
Māngai Pūtea *Financial Delegation*	**N/A**
Wā Roanga *Tenure*	**As per letter of offer**

Ngā Rōpu Whaihua *Functional Relationships*	Internal • Tauira Service Managers • SLT Takiwā • TWoA Kaiako • Taumatua/Hangarau/Akoranga • Tauira Service	External • Communities • Lianza/Te Roopu Whakahau • Iwi/Hapū • Other tertiary education Institutions • External Stakeholders • Suppliers and Contractors • Consultants

---

Pūtake Tūranga - *Role Purpose*

The primary purpose of the Senior Librarian is to support the activation of library services in the Takiwā as a centre of learning, promoting and delivering a supportive and effective facility for all tauira and kaimahi. The role will provide library services, advice on subject speciality and contribute to the collection management activities in the allocated subject-speciality resources, ensuring that services are delivered to tauira across the takiwā in a professional and timely manner. The role will also act as a conduit with the national library function ensuring seamless transition of online and physical resources to tauira. The primary objectives are to:

- Model best practice in customer service and be an excellent communicator
- Demonstrate the libraries commitment to continuous learning and improvement in order to respond to tauira and their changing needs

Key Performance Indicators	Success Factors
Service Delivery - Support the Team Lead to develop and deliver library services that focus strongly on the needs of tauira and kaimahi that meet services targets as determined by upline manager - Lead the promotion and provide assistance to tauira to use TWoA online platforms - Participate in the 'digital chat' roster for library users - Provide prompt, effective and friendly service to all kaimahi and tauira of Te Wānanga o Aotearoa - In conjunction with Team Lead plan, develop and deliver library Information literacy modules and workshops to kaimahi and tauira, in particular degree level and above - Work alongside the team on projects that increase tauira access to knowledge - Monitor, by observations, that the promotion and provision of library services across the Takiwā is effective and of a high quality	- Library services are proactive and meet the needs of users and service targets - Targeted workshops are scheduled and delivered in conjunction with the Tauira Resource Facilitator – Libraries and include online interactions - Library users are provided with a 'digital chat' service during allocated hours that may be outside the standard 8.30am to 5.00pm hours to meet user requirements - Library services will consistently achieve ratings above 80% in all satisfaction metrics - More than 90% of tauira surveyed will be aware of library services and how to gain access to them - Tauira are cognisant of the library services available - Satisfaction surveys and observations are closely analysed and remedial actions implemented if necessary
Subject Portfolio - Advise on subject specialty research queries and methods - Support the Team Lead to develop and implement improvement of library services based on professional knowledge of the needs of designated wāhanga and programmes - Initiate and contribute to library projects to effectively support teaching, learning and rangahau within designated portfolio - Support the Team Lead to disseminate promotional material to inform of new library initiatives and resources - Support the Team Lead to develop and deliver timely and accurate rangahau support services based on a comprehensive understanding of research needs within designated portfolio	- Kaimahi and tauira are advised on appropriate databases and the location and use of other suitable online information resources - Teaching and learning is supported through contributions that inform improvement of library services - Collections are developed and maintained to support current and future needs for teaching, learning and rangahau - Library services and resources are communicated and promoted effectively - A broad understanding of designated portfolio is demonstrated and rangahau support services meet the needs of the users

- Educate and inform kaimahi and tauira on communication issues, online initiatives and copyright obligations	- Kaimahi and tauira are kept fully apprised of issues, initiatives and legal requirements
- Educate and provide support with rangahau for tauira	- Tauira and kaimahi are cognisant of requirements for rangahau
- Liaise effectively with appropriate wāhanga regarding the acquisition and maintenance of resources – databases, e-books and serials collections	- Acquisitions and maintenance of resources align to the requirements of the academic programmes
- Inform academic kaimahi and tauira of new resources in the designated portfolio	- Kaimahi and tauira are fully aware of resources available
- Update own subject knowledge to keep abreast of latest information for designated portfolio	- Professional development and subject knowledge is current and could be considered to be leading edge

Planning

- Contribute to and support the Team Lead to execute the Takiwā library plan	- Takiwā plans and materials are prepared on time, are of a high standard consistent with TWoA and stakeholder expectations and aligns with the strategic library plan
- Support the Team Lead and contribute to the review cycle for the annual plan, evaluation and assessment of the library service	- High quality input is provided in the review, evaluation and assessment of library services
- Implement the review cycle for the annual plan, evaluation and assessment of the library service	- An agreed review cycle is implemented in conjunction with Team Lead Libraries

Reporting

- In conjunction with Team lead, identify relevant data sets for reporting monthly on the health of the library service for the Takiwā	- Monthly reporting requirements are met and data integrity is assured
- Prepare and present regular reports that focus on the library's support for learning, highlighting significant developments and identifying future needs	- Reports include metrics on utilisation and provision of support to academic services and are produced in a timely manner to convey information that allows for productive decision making
- Support Team Lead to identify and implement systems to facilitate information to relevant stakeholders	- Systems are facilitated to disseminate information across stakeholders that is timely and professional using a range of medium with positive feedback from kaimahi and stakeholders
	- Reports are accurate and timely; and align with a national reporting template
	- Reports all relevant information and commentary to demonstrate performance

Resource Coordination	
- Monitor the collection of resources held for the takiwā is both relevant and meets accreditation requirements	- Resources are of a high quality and support TWoA academic provision and is evidenced by high ratings from external accreditation bodies
- Execute both the stocktake and weeding functions relevant to each Takiwā library	- Stock take and weeding functions are completed as required in accordance with TWoA policies and procedures
- Actively participate in the development of national resources to support tauira	- All library functions including development of resources is executed on time and to a high standard
- Support the Team Lead to develop and maintain resource selection, acquisitions and circulation policies	- Policies are relevant and socialised to appropriate kaimahi and tauira and equal access is provided to all authorised borrowers
- Support the Team Lead to establish and maintain special collections applicable to TWoA	- Collections are relevant to tauira and kaimahi, and reflect the unique nature of TWoA
- Monitor that items acquired are catalogued and classified	- Newly arrived titles are classified for processing
Relationship Management	
- Perform a liaison role with Takiwā leadership and provide relevant information relating to library activities	- Strong links are established with Takiwā SLT to encourage buy into and endorsement for the Takiwā plan for library provision
- Establish and maintain quality internal relationships with kaimahi across TWoA	- internal kaimahi relationships are established and maintained with demonstrated outcomes
- Build and sustain productive relationships with rangahau tauira and kaimahi	- Tauira and kaimahi are satisfied activities and needs are appropriately assessed and needs are met
- Work collaboratively with internal and external stakeholders to innovate and develop tools for tauira success	- Collaborative projects are committed to and working parties with internal and external groups are used to support and build innovative pathways
- Maintain the highest standard of personal and organisational integrity so that TWoA's reputation is positively enhanced	- Action occurs with the full knowledge of effect on all parties and the strategic goals and outcomes for TWoA and tauira success
- Act according to a clear set of ethical principles aligned with TWoA Ngā Uara and challenge behaviour which does not meet ethical standards	- Behaviours demonstrate the highest standard of personal and organisational integrity that promotes credibility of self and TWoA
Health and Safety	
- Comply with all health, safety and wellness policy and procedures	- Health, safety and wellness policies and procedures are adhered to and complied with
- Recognise and address circumstances to prevent unhealthy or unsafe situations	- Risk minimisation assessment is completed and any identified mitigation action taken

- Perform any manual duties in a safe and responsible manner	- Zero harm while carrying out duties and programme delivery meets all safety standards as outlined in policy and procedures
- Report faults in accordance with policy	- Faults are reported immediately to relevant personnel
- Process risk management forms and health and safety issues accordingly	- Forms are completed that accurately reflect risks and health and safety issues
Other Duties - Undertake other duties as required by the employer provided the kaimahi has the required skills and qualifications	- Requests by the employer are undertaken
- Undertake professional development as identified	- Professional development is undertaken as agreed
- Attend hui kaimahi as requested	- Hui are attended as required
- From time-to-time all kaimahi are encouraged to engage in other activities outside their assigned duties, such as (but not limited to) setting up and attending powhiri, hosting visitors, recruitment drives and supporting other kaimahi in their roles	- Positive engagement in activities that contribute to the overall functionality and operation of Te Wānanga o Aotearoa

The employee shall be required to exercise all their skills and knowledge in the achievement of the position objectives and to follow any current or future procedures and policies related to achieving the objectives.

The responsibilities and expectations outlined in this position description may alter as business needs change. In addition specific objectives and outcomes will be agreed to with the kaimahi's manager on an annual basis at performance review.

Person Specification:

Qualifications and Experience	**Qualifications:** • Degree in Library and Information Management (preferably Masters level) • Certificate in Adult Teaching • Registered Member of the Library and Information Profession RLIANZA • Full NZ Drivers Licence (Class 1) **Experience:** • 4+years' professional library experience, including special library/tertiary education experience • 4+ years' experience using electronic databases • Proven experience successfully delivering customer focused solutions to diverse client groups • 2+ years' experience in training or teaching groups and individual • 4+ years' experience in subject knowledge portfolio **Āhuatanga Māori:** - • Actively engages in cultural activities and has an excellent understanding of āhuatanga Māori (values, culture and tikanga) • Able to understand and converse in te reo Māori (TARM level 4 or equivalent qualification) • Prepared to increase knowledge, understanding and everyday use of te reo and āhuatanga Māori and support other kaimahi in the same endeavour • Understands and is an advocate for using Te Wānanga o Aotearoa values in the workplace
Technical Skills Are the specialised skills and abilities required for a particular role	• Expert user of library management systems and confident in the use of information technology • Excellent knowledge and understanding of library technologies and standards and the application of technologies to services • Excellent knowledge in the area of subject knowledge portfolio (Te Reo, Bicultural Social work or Education) • Sound understanding of research processes and appropriate communications • Up to date knowledge of adult teaching and learning practice • Sound understanding of relevant legislation, policies and procedures • Sound knowledge of issues and challenges of copyright and intellectual property in a rangahau environment • Excellent understanding of the NZ Qualifications Framework • Excellent understanding of the NZ Curriculum/Marautanga, NCEA • Intermediate user of Microsoft suite of applications (ie. Outlook, Excel, Word, Power Point, Publisher) • Excellent planning and facilitation skills • Excellent interpersonal and communication skills

	- Versatility, initiative and problem solving capabilities - Ability to think laterally and holistically - Proven resource development ability
Behavioural Skills and Attributes Behavioural Competencies are the role specific behaviours and attitudes required by kaimahi (staff) to be successful in their roles	**Approachability** Makes others feel comfortable, welcomed and at ease should they need support, help or advice. Is perceived as helpful, genuine and amicable. **Co-operation** Works co-operatively as a member of a team, proactively sharing knowledge and information. **Customer Focused** Builds positive rapport with all external and internal customers. Is attentive and responsive to their needs and is proactive when finding solutions. Goes beyond expectations in providing exceptional support, advice or help. Represents Te Wānanga o Aotearoa in a positive light. **Expertise** Has the underlying knowledge and skills necessary to perform a particular type or level of work activity. Typically reflects career-long experience in the job or occupational area. **Initiative** Is proactive and looks at improving current systems and processes, looks at things in new and better ways. **Organising** Marshals resources (people, funding, materials and support) to get things done; orchestrates multiple activities at once to accomplish a goal; uses resources effectively and efficiently; and arranges information to a high standard. **Problem Solving** Uses a combination of logic, analysis, experience, wisdom and advanced methods to make sound and timely decisions, and to solve problems. Solves difficult problems and creates effective solutions. **Relationship Management** Proactively develops and maintains effective internal and external relationships to facilitate the achievement of work goals. **Time Management** Uses time effectively and efficiently; concentrates efforts on the most important priorities; and independently handles several tasks at once.