

Position Description

Title:	Collection Access Librarian	Reports To:	Online Cenotaph & Enquiry Services Manager
Directorate:	Collections & Research	Direct Reports:	n/a
Status:	Permanent 1.0 FTE	Date:	December 2025

About The Museum

Tāmaki Paenga Hira Auckland War Memorial Museum is New Zealand's largest museum, caring for more than 4.5 million taonga. We are Auckland's home of commemoration, New Zealand's oldest research institution, an education facility, and a major tourism destination. We employ approximately 300 people and have over 200 volunteers who kindly donate their time to us.

We offer a rich and fulfilling work life where we embrace diversity and nurture our bicultural capability as demonstrated in our Teu le Vā and He Korahi Māori strategies. We also offer a great range of benefits such as flexible work and leave, insurances, and an award-winning wellbeing programme.

Purpose & Context for the Role

The Collection Access Librarians lead enquiry management across the Collections & Research directorate and provide coordinated access to Research Library (Te Pātaka Mātāpuna) and Pou Maumahara Memorial Discovery Centre. The team enables timely, accurate, and mana-enhancing responses to enquiries and supports access to the Research Library and Documentary Heritage collections for staff, researchers, and the public.

Working within the Collection Information & Access team, the librarians manage and maintain the Museum's enquiry system, support users onsite and online, facilitate interloans and serials, and oversee day-to-day Research Library operations. Areas of focus are allocated within the team to meet operational priorities and ensure consistent service coverage.

By upholding tikanga-led practice and delivering excellent service, the librarians foster participation, strengthen research capability, and advance the Museum's mission to connect people, taonga, and knowledge.

The Museum is a bicultural workplace and the person in this role will uphold the principles of He Korahi Māori and Teu Le Vā.

Accountabilities

Key Tasks:	Key Activities:
Service Delivery	<ul style="list-style-type: none"> Lead and manage enquiries across Collections & Research, ensuring triage, allocation, and resolution meet agreed service standards and

	<p>timeframes, and responding to research and access enquiries via the enquiry management system, escalating complex or sensitive cases as required.</p> <ul style="list-style-type: none"> • Focuses overall effort on providing exceptional customer service and manaakitanga, including liaising with the Collection Information and Access (CIA) team and the Documentary Heritage collection to successfully resolve in-person enquiries. • Handle personal and sensitive information with discretion and in line with Museum policy, legal obligations, and cultural expectations • Maintains sections of the Museum website relating to Enquiries and Access to Museum Collections. • Initiates and maintains robust and relevant data-gathering processes for monthly reporting purposes. • Ensure all users receive accurate guidance and support in the Research Library and Pou Maumahara, in line with tikanga and service standards. • Works alongside Museum volunteers. Provides assistance and advice to guide their work. Assists with the coordination, monitoring and reporting of their activities. • Maintain and update patron records in Vernon CMS, overseeing Research Library book loans, user permissions, data accuracy and overdue processes. • Uphold tikanga and Te Tiriti principles in enabling access to taonga, ensuring enquiry services are delivered in a culturally appropriate and mana-enhancing manner.
Access & Enquiry management	<ul style="list-style-type: none"> • Administer RefTracker, the Museum's enquiry management system, including liaison with the service provider. • Administers incoming and outgoing interloans, including processing of fees. • Works closely with Heads of Departments and Collection Managers to ensure seamless delivery of public service and access to materials (2D and 3D) in the Research Library. • Provide subject-matter research support, preparing literature reviews, topic briefs, and annotated source lists from internal and external sources to support collection-related work. • Supports staff in the use of the Museum's research systems, serials and online resources including one-on-one consultations. • Develop and deliver training for staff on library access, research tools, databases, and citation management systems to support research capability across the Museum. • Develops a deep understanding of the library's audience by conducting research, data analysis, patron interviews, and usability testing. • Analyse enquiry and usage data to inform service planning, demonstrate impact, and contribute to the continuous improvement of research and access services.

Research systems and resources	<ul style="list-style-type: none"> • Manage and support key research systems, including ORCID and DOI workflows for research outputs, and the Museum's citation management system (Zotero or successor platform). • Support staff and researchers in using research databases, serials, and citation management tools effectively. • Monitor data quality and usage metrics, providing insights for reporting, evaluation, and service improvement. • Maintain awareness of developments in research infrastructure and contribute to continuous improvement of systems and workflows. • Engage with professional library and museum networks to share practice, maintain awareness of sector developments, and represent the Museum's research services.
Library Operations	<ul style="list-style-type: none"> • Manages the rostering process to ensure the Research Library is staffed, and retrieval requests are delivered at agreed times. • Maintains up-to-date procedural or operations documentation. • Promotes the Research Library's unique resources and develops a process for integrating innovation into the Research Library workflows. • Manage access and day-to-day operations of the Research Library, ensuring the space is organised, well presented, and effectively used. • Performs other duties related to library and enquiry systems as needed to accomplish the goals of the department and wider Museum Collections.

Important Relationships

External:

- Researchers, students, and public users of the Research Library & Pou Maumahara Memorial Discovery Centre spaces.
- Stakeholders & Partners aligned to the Museum, including community groups, tertiary and educational organisations.
- Wider Library, Museum and Cultural Heritage Sector

Internal:

- Collections and Research staff
- Research Active Staff
- Visitor Services
- Volunteer Services

Our Expectations of our People

Ensure a healthy and safe work environment

- Takes reasonable care of their own health and safety and ensures that their actions don't cause harm to themselves or others.
- Complies with any reasonable instructions, policies or procedures on how to work in a safe and healthy way.

- Understands and adheres to emergency and evacuation procedures.
- Speaks up about health and safety matters that could affect them or their workmates.
- Actively participates in hazard identification and reporting.
- Makes suggestions on how to improve health and safety at work.

Cultural awareness

- Proactive awareness and engagement with a wide range of cultures and associated protocol and traditions within Auckland, with particular reference to the Māori Dimension (He Kōrahi Māori) and Pacific Dimension (Teu le Vā).
- Understands and demonstrates the principles and application of the Treaty of Waitangi and the implications for the work of the Museum.
- Demonstrates a thorough understanding of the Museum's specific obligations in Auckland's cultural landscape and actively contributes to its evolution from a colonial institution to a future museum.

Digital capability

- Almost every role at the Museum depends upon technology to fulfil its purpose, we also use technology to create, store, protect, use, and share our digital assets. All Museum workers are responsible for the appropriate use of technology, compliance with all cybersecurity instructions, and the wellbeing of our digital assets.

Develop self for current and future employment

- Knowledge and skills are developed and maintained for competent performance of current position.

He Waka Eke Noa – Values & Behaviours

He Waka Eke Noa describes our unique identity and how He Kōrahi Māori and Teu Le Vā underpin how we think, act, and feel as employees of Auckland Museum. It is a leadership competency framework which sets out how we lead, behave and work with each other, our visitors, and communities.

- **Authentic** – Understanding our purpose, practicing our values, leading with our hearts
- **Customer Centred** – Creating memorable positive experiences for each other and our audiences
- **Respectful** – Honouring each other, valuing our differences
- **Connected** – Connected to each other, our work, and our communities
- **Growth Mindset** – We treat challenges as opportunities

Core Competencies Required

Generosity

- Displays goodwill towards colleagues and assumes the best of them, letting it go when mistakes are made and giving people another chance.

Customer Centred

- Is always ready to share with and help others, even if they need to go out of their way.

Resilience and Optimism

- Doesn't give up when faced with challenges; remains realistic, and hopeful.

Connected

- Exemplifies a mahi tahi approach and cooperates with others to benefit the whole.

Respectful

- Is committed to divesting themselves of colonial views and interpretations of people and taonga, values indigenous work views and knowledge.

Accountable

- Holds themselves accountable for their performance, is open to feedback and asks for it.

Inclusive

- Respects that people are free to be themselves and express their identities.

Additional Competencies Required for this Role

Success in this role requires the following additional competencies.

Approachability (Collaboration)

- Exhibits body language consistent with warm and inclusive communication.

Compassion (Empathy)

- Relates with others in a way that upholds mana on both sides.

Problem Solving (Curiosity)

- Is committed to solving problems and is willing to persevere until they do; is solution focused.

Peer Relationships (Manaaki)

- Creates meaningful connections with people that are personalised, relevant and informative.

Skills & Experience Required for this Role

Success in this role requires the following foundations.

- A Degree relevant to the Library and Museum's collections and activities is essential
- Tertiary qualification in Library or Archival practice is highly beneficial
- Sound research and reference skills
- Ability to build high trust/effective relationships and to work collegially with stakeholders, researchers and members of the public
- Understanding of legislative and cultural frameworks pertaining to the release, use and protection of digital content and collection items
- Ability to build high trust/effective relationships and to work collegially with stakeholders, researchers and members of the public
- Strong knowledge and skills associated with digital collection information and databases
- Proven computer efficiency and intermediate experience with research databases
- Proven frontline customer service skills

Personal Attributes Required for this Role

Success in this role requires the following attributes.

- Curious: asking a lot of questions, not accepting the obvious, loving research
- Empathetic: listening carefully, taking notes.
- Flexible: Delivering appropriately, understanding constraints.

He Oranga Tangata ka ao
Enriching lives. Inspiring discoveries