

# Job Description

<b>JOB TITLE:</b>	Library Assistant
<b>SALARY:</b>	H2/3
<b>REPORTS TO:</b>	Customer Service Supervisor or Library Manager
<b>TEAM:</b>	Area Library Team

## Purpose of the Job

To work as part of a team. To actively promote and encourage the use of library resources and information services available to all customers.

To deliver a consistently high level of customer service by assisting members of the public and providing a wide range of library activities as required by the Library Manager or Customer Service Supervisor.

To support the delivery of *Inspiring Libraries*, the 10 year Strategy for Hertfordshire Libraries by actively promoting the library to customers as:

- a hub for community information and activities
- a place where they can access and benefit from digital technology
- a gateway to reading, information and wellbeing

To contribute to the *Inspiring Libraries* ambition of attracting more visitors through participation in outreach and promotional activities in the community.

## Main Areas of Responsibility

### 1. Kiosk and Reception Duties

- Greet and welcome customers into the library
- Actively promote the library service to all users and contribute to library targets
- Support customers to issue and return stock using the kiosks and computer system
- Handle charges and other payments using a cash register

### 2. Enquiries and IT Support

- Deal with a range of stock and information enquiries from customers, in person and over the telephone, referring complex enquiries to more experienced staff or the Enquiry Team at WGCCLIS as appropriate
- Assist customers with information enquiries, using a range of computerised sources, eg the Internet where appropriate
- Assist customers with IT, providing support to those using library desktop PCs or the public Wi-Fi facility to ensure that all customers can access digital information.
- Register customers, explaining procedures and providing relevant information about available services
- Resolve queries with overdue reminders and charges, referring to more experienced staff when appropriate

### 3. Stock Duties

- Actively maintain the daily stock reports to achieve targets
- Unpack and process new stock, ie books, magazines and AV materials
- Shelve returned stock in correct order and tidy all stock to ensure that shelves are attractively presented
- Maintain attractive displays of stock to increase issues
- Maintain stock in good condition by identifying items for further action as appropriate
- Support volunteers in providing a library service to customers who are unable to visit the library in person

### 4. Library Activities

- Deliver and support library activities such as Baby Rhyme Times, Toddler Tales, IT Taster Sessions, author events and class visits
- Attend local community events to promote library services as directed by the Library Manager or Customer Service Supervisor

### 5. Other Duties

- Work, as required, without the presence of a senior member of staff on site
- Responsible for opening and closing routines at the Library, including key holding and banking
- Carry out library clerical routines as required by supervisor, eg maintaining library notice boards, leaflet and other displays, requests
- Act as the Library champion for specific areas of the service
- Attend appropriate training activities to update knowledge and skills
- Provide on the job training and mentoring to other staff
- Place orders for stationery and other equipment using online ordering
- Seek out opportunities to develop by contributing to the work of Countywide Buying Teams and Working Groups

### 6. Demonstrate LfL Vision and Values

- **Vision:** To enrich the lives of individuals and communities by fostering knowledge, creativity, imagination and understanding.
- **Values:**
  - Customer and community focus
  - Quality and integrity
  - Creativity and innovation
  - Collaboration and empowerment

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

### Work Base

Although you will be based at one library, you may be required to work on a timetabled basis at another library, for which travel expenses and time may be claimed under LfL's Business Travel and Subsistence Policy.

### Timetable

A provisional timetable worked on a weekly rota, including weekends, will be provided. Please note that it will be subject to change to provide adequate staffing during opening hours. A full hour (unpaid) is given for lunch Monday-Friday and 30 minutes (unpaid) on Saturdays. There are also short tea breaks (paid) as appropriate.

### Health and Safety

It will be the duty of every employee while at work to take reasonable care for the Health and Safety of themselves and of other persons who may be affected by their acts or omissions at work.

## **Learning & Development**

As an organisation we want all our staff to fulfil their potential. As an employee we expect you to take responsibility for developing within your role, using your annual Personal Development Plan, by for example, attending training courses and completing e-learning training modules.

You may also be required to provide on the job training and mentoring to new staff as required by your line manager.

## **Equal Opportunities**

Libraries for Life is committed to openness and equality of opportunity in every activity, from the way we employ staff to the way we deliver services. It is a central responsibility of managers and employees to ensure that every individual that we come into contact with is treated with dignity and respect.

## **Additional Information: Code of Practice on English language requirements**

Libraries for Life must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format.

## **Person Specification**

Please provide a supporting statement which includes examples and evidence of when you have demonstrated the attributes listed below.

You will be expected to address each point separately and in the order listed.

If you do not complete a full supporting statement in the requested format, your application will be rejected.

### **1. Customer Care**

We strive to provide excellent service to all our customers. Please tell us how you have delivered outstanding customer service.

### **2. Team Work**

Please tell us how you have been a reliable, flexible and supportive team worker and how you have worked collaboratively with colleagues to achieve aims and objectives.

### **3. Commercial awareness**

Please tell us how you have promoted a product or service and contributed to targets, ie income and key performance indicators.

### **4. Organisation**

Please tell us how you have organised and prioritised tasks and been methodical, and how you have used initiative and problem solving skills to resolve issues.

### **5. IT Skills**

Please tell us about your use of Microsoft Office, the internet, social media and devices such as tablets, laptops, PCs, and how you have helped others use technology.

## **Criminal Background Check**

It is a contractual obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status whilst in employment. Enhanced DBS roles will be reviewed periodically during employment, by means of DBS Dip Sample or three yearly rechecks. Failure to disclose changes to your status may be detrimental to your employment and you may be subject to disciplinary action.