

## Job Description *Library Assistant*

<b>Service:</b>	Cultural Services	<b>Team:</b>	Libraries
<b>Location:</b>			
<b>Salary range:</b>		<b>Grade:</b>	4
<b>Reports to:</b>	Library Officer	<b>Staff responsible for:</b>	None

### Job Purpose

The role is to

- support the delivery of library and information services to ensure a high-quality service,
- support the delivery of activities and events,
- assist customers to access online information and resources and encourage use by a wide range of customers.
- work as a member of the library team and under limited supervision

### Accountabilities/Responsibilities

- Offer a warm welcome to all visitors of the building, ensuring the highest standards of customer care and communication skills at all times, providing relevant and current information and signposting.
- Assist customers with ICT and digital skills
- Deliver and support library activities such as Baby Bounce and Rhyme, IT Sessions, author events and class visits
- Assist visitors in joining and using the library and promoting the service
- Undertaking everyday library tasks such as maintaining records and stock, shelving items and placing reservations for requested stock
- Undertaking duties in relation to building security and Health & Safety - including opening and closing routines, key holding, daily cash handling/recording income/banking.
- Assist in the induction, training and support of new members of staff, work experience students and volunteers.
- Work with a range of partners to deliver a high quality service to the community
- Commitment to continuing professional development
- Ability and willingness to be a flexible, pro-active and effective team member and work with limited supervision
- There may be a requirement for this post to be DBS checked in the future

### Other

- **Equal Opportunities**

We are committed to achieving equal opportunities in the way we deliver services to the community and in our employment arrangements. We expect all employees to understand and promote this policy in their work.

- **Health and safety**

All employees have a responsibility for their own health and safety and that of others when carrying out their duties and must help us to apply our general statement of health and safety policy.

- **Customer Focused**

We put our customers' needs and expectations at the heart of all that we do. We expect our employees to have a full understanding of those needs and expectations so that we can provide high quality, appropriate services at all times.

## Our Values

**We expect all our employees to demonstrate and promote our values:**

- **Supportive**

We are supportive of our customers and colleagues, recognising their contributions and making the best of their strengths to enable our communities to flourish.

- **Innovative**

We deliver the best services we possibly can, always looking for creative ways to do things better, putting the customer at the heart of our thinking, and being ambitious and focused on how we can deliver the best services now and in the future.

- **Respectful**

We treat colleagues, customers and partners with respect, listening to their views, empathising and valuing their diverse needs and perspectives, to be fair, open and honest in all that we do.

- **Collaborative**

We listen to, engage with, learn from and work with colleagues, partners and customers to help achieve the best outcomes for everyone.

## **Person Specification** ***Library Assistant***

All the following requirements are essential unless otherwise indicated by \*

Your ability to meet the job requirements will initially be assessed by the information provided on your application but further assessment will be undertaken at interview and, in some cases, by using other types of assessment(s).

<b>Qualifications</b>
•
<b>Experience</b>
•
<b>Essential knowledge, skills &amp; abilities</b>
<ul style="list-style-type: none"> <li>• Ability to work as a member of a team</li> <li>• Ability to work accurately and with limited supervision</li> <li>• Excellent digital skills</li> <li>• Ability to deliver an excellent customer focused service</li> <li>• Excellent communication skills and the ability to communicate effectively in English</li> <li>• An enthusiasm for books and reading</li> <li>• Knowledge and understanding of Universal Library Offers</li> <li>• Ability to deal with difficult situations in a calm and helpful manner</li> <li>• Numeracy &amp; Literacy skills appropriate to the role – tested prior to interview via paper exercise</li> <li>• Ability to deliver and support library activities and events*</li> <li>• Ability to work with a range of partners and volunteers *</li> <li>• Ability to lift books and other heavy items repeatedly for shelving and packing purposes*</li> </ul>
<b>Other essential requirements</b>
<ul style="list-style-type: none"> <li>• Commitment to equality and diversity.</li> <li>• Commitment to health and safety.</li> <li>• Display the LCC values and behaviours at all times and actively promote them in others.</li> </ul>