

JOB DESCRIPTION

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|--|--|------------------------|--|
| Job Title | Library and Information Assistant | | |
| Service | Community, Localities and Partnerships | | |
| Reporting to | Library Supervisor | | |
| Grade | 15 | | |
| Evaluation ref: | AG0358 | Job Family ref: | |
| Role Purpose | | | |
| <p>The Library and Information Assistant provides a customer-centred library service to a diverse range of customers, partners and community organisations. The role involves responding to a wide range of library and information enquiries, supporting customers to access library resources, self-service facilities and digital services, and actively promoting library services, activities and resources to all users. This includes helping customers use library equipment and their own devices, supporting access to online information and digital tools, and encouraging independent use where appropriate while ensuring inclusive support for those who need additional assistance.</p> <p>The role also contributes to the planning, delivery and promotion of library activities and events, supports the presentation of library stock and resources, and works closely with volunteers to provide a positive volunteering experience. The post holder works collaboratively with colleagues, volunteers, public service providers and community or voluntary groups, taking personal responsibility for library premises or resources as required to meet local service needs. The role requires a proactive approach to promoting library services and volunteering opportunities, supporting the wider library team, and helping to create a welcoming, well-presented and accessible library environment for all users.</p> | | | |
| Accountabilities | | | |
| <p>Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.</p> <p>Deliver high quality customer focused library services, responding to customer enquiries efficiently and competently.</p> <p>Provide a first point of contact for visitors delivering a welcoming customer service, responding to individuals face to face, by telephone and by email and social media.</p> <p>Deal with customer compliments and concerns, offering resolutions immediately where possible and or escalating when as appropriate.</p> <p>Respond to a wide range of library and information enquiries from customers. Promote the use of all self-service tools, e.g. self-service Kiosk and IT systems and information resources to encourage customers to help themselves, whilst also supporting those unable to help themselves.</p> | | | |

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Use a range of Internet search strategies, navigating web sites and assessing a variety of digital information sources. Use different communication tools including social media, and online platforms, e.g. Yammer, email, Teams.

Assist customers to use the Library Public Network computers, eg printing, scanning, and accessing email accounts, helping to log onto library systems from their own devices, booking library events, partner agency appointments, making reservations, accessing SCC web links - Somerset Choices

Make customers aware of and promote Library Service resources, e.g. eBooks, Libraries West Catalogue, activities and events, specialist book collections and wellbeing activities and events held in the libraries.

Assist with activities and events taking place in the library, such as children's story time, craft activities, Lego groups, conversation cafes, theatre events, etc.

Support customers to find popular and recreational reading choices and to inspire the joy of reading in adults and children. Make customers aware of and promote all formats of reading materials and digital media.

Work with and promote library Friend's groups and volunteering opportunities within the library, providing a positive volunteering experience.

Support the presentation of library stock, example books, DVDs children's resources ensuring displays are imaginative and well presented.

Understand library service targets and performance measures on day to day library transactions, footfall and activities, and how individual contributions help the success of the libraries service.

Demonstrate knowledge of the legal requirements of the libraries service and escalate to Library and information Officers where there are issues or concerns relating to compliance, eg copyright, data protection, byelaws and data sharing.

Knowledge / Experience / Skills / Qualifications

| | Essential | Desirable |
|--|-----------|-----------|
| Knowledge | | |
| Demonstrate knowledge of the legal requirements of the libraries service. | | X |
| Have a wide general knowledge, an interest in books, and a digital curiosity. | X | |
| Demonstrates knowledge and awareness of the attributes and library needs of particular user groups and community groups. | | X |

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| Experience | | |
|--|---|---|
| Experience of communicating effectively with a wide range of people. | X | |
| Experience of confidently using digital technology and a variety of IT systems to support service delivery. | X | |
| Experience of working positively and proactively as part of a wider team. | | X |
| Qualifications/Registrations/Certifications | | |
| 2 GCSEs (or equivalent) at level 4 (grade C) including English and Maths. | | X |
| Takes responsibility for own learning and personal development. Ongoing support, training and guidance will be offered. | X | |
| Skills | | |
| Confident in the use of digital technology. | X | |
| Ability to work with competing deadlines and prioritise work. | | X |
| Ability to communicate with people at all levels effectively. | X | |
| Demonstrates excellent verbal and written communication skills with people at all levels and is numerate. | X | |
| Ability to share knowledge with colleagues, customers, partners and others. | | X |
| Ability to work with minimal supervision and use own initiative. | | X |
| Working Conditions | | |
| There is a regular working pattern but this can be adjusted by mutual agreement and in accordance to service requirements. | | |
| Dimensions of the role | | |
| <p>The role may require the postholder to work additional hours, including evenings and weekends. They will be a requirement to travel between libraries, including the mobile library, as needed, within reasonable travelling distance.</p> <p>The postholder will be responsible for handling cash and banking up to the value of £500.</p> <p>The postholder may be required to lone work or with no supervisor on site.</p> | | |
| Working Arrangements | | |
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Corporate Accountabilities

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Date: