

## **JOB DESCRIPTION**

### **Prison Library and Information Assistant**

#### **JOB PURPOSE**

To promote a positive image of the Library Service

To provide an accessible and high quality library and information service to the prison population by providing high level customer service and operational efficiency.

#### **RESPONSIBLE TO**

Prison Library Co-ordinator

#### **RESPONSIBLE FOR**

Day to day supervision of prisoner orderlies in their library duties

#### **PRINCIPAL ACCOUNTABILITY**

- 1 Customer care; to ensure that the prison library is welcoming and accessible to all customers, including people from ethnic minority communities, people with disabilities and people with basic skills needs
- 2 Assistance and encouragement to all library customers
- 3 Following the policies and procedures of the Prison Service and Isle of Wight Library Service

#### **KEY TASKS**

##### **Customer care**

- 1.1 To assist library customers by carrying out all duties with courtesy and efficiency in line with the Customer Care Statement
- 1.2 To be approachable and friendly to all library customers
- 1.3 To support people using the library by recognizing their specific needs in terms of diversity.
- 1.4 To maintain the appearance of the library to make it welcoming to all customers
- 1.5 To answer basic reference and other enquiries in person or by telephone, directly or by referral to other members of staff
- 1.6 To contribute to the development and promotion of the Library Service.
- 1.7 To contribute to the active promotion of the library service to existing, new and potential customers, and to provide customers with the highest possible standards of service

### **Assistance to all library customers**

- 2.1 To assist library customers to obtain books or other material through use of the reservation system
- 2.2 To issue, discharge and renew library materials through the library computer system in accordance with current procedures
- 2.3 To register new customers and issue tickets through the library computer system
- 2.4 To shelve or organize the shelving of returned books and other library materials, and help maintain the arrangements and appearance of the stock
- 2.5 To promote the stock of the library through displays, promotions and other reader development activities
- 2.6 To maintain the stock of the library to keep it up to date, relevant and attractive
- 2.7 To deliver a library service on site to the Segregation Unit, hospital wing and other locations as required.
- 2.8 To support customers in their use of computers in the library
- 2.9 To liaise with the Education Department in order to support basic skills
- 2.10 To assist in reader development and literacy activities

### **Policies and Procedures**

- 3.1 To ensure that personal working practices, and those of the orderlies conform to all prison security policies
- 3.2 To ensure that personal work, and that of the orderlies adheres to Isle of Wight Council's corporate objectives
- 3.3 To attend training courses and venues when nominated and to make training needs known to the Library Co-coordinator; to take part in other staff training where requested
- 3.4 To liaise with Prison staff to ensure the smooth running of the library and retrieval of library stock, and give advice on security matters
- 3.5 To work in other prison libraries when required for relief purposes
- 3.6 To help create a safe environment for library customers and staff by implementing Health and Safety policies

### **General**

- 4.1 To provide holiday and sickness cover in the absence of library colleagues
- 4.2 To carry out routine Library Assistant duties at other prison libraries as may reasonably be required

### **Generic Data Quality Statement**

All employees are required to comply with the Council's Data Quality Policy and Strategy.

You are responsible for ensuring that any information or data you collect or input complies with the standards set out in these documents.

Managers are responsible for ensuring that data sets provided to others comply with the required standards.

The Data Quality Policy and Strategy is available on the Intranet.

Each Directorate has one or more Data Quality Champions who can explain the requirements to you.'