

ISLE OF WIGHT COUNCIL**JOB DESCRIPTION****IDENTIFYING FACTS****Title of Post: Library Assistant****Directorate: Community Wellbeing and Social Care****Post No: _____ Grade: 4****Section: Building Community Capacity, Community Wellbeing****Responsible to: Library Supervisor****Date: March 2011****Updated: October 2012****Job Purpose:**

To promote the Library Service to the local community primarily in the library, and work with the community volunteers in order to extend opening hours or provide additional services relevant to community needs

To welcome library users into any library, give them the help that they need to find books and information, and help them become independent library customers

To assist the Library Supervisor and Senior Assistants in the day-to-day running of any library and control of its book stock.

Responsible to:

Library Supervisor

Responsible for:

No direct line management, but expected to provide guidance in library routines to new staff, relief staff and volunteers

Dimensions:

Number of direct reports 0

Overall budget £0

Cash handling – fines, DVD hire etc on a daily basis

Principal Accountabilities:

1. Community Engagement – to assist in the promotion of library services to the local community, ensuring that library customers are aware of what the library offers:-
 - To inform the public, predominantly in the library, about what the Library Service has to offer.
 - To participate in the development and promotion of the Library Service
 - To promote the stock of the library through displays, promotions and other reader development activities

2. Customer care – to deal proactively with all library users, both adults and children, in a welcoming, friendly and helpful manner; to organise and take part in a full range of activities and events for all ages; and to effectively assist all library users in finding the books and information they need and using library equipment.
 - To give support to children and young people using the library by recognising the specific needs of this client group
 - To process information enquiries in person and by telephone either directly or by referral to other staff, and where necessary perform research and signpost customers to outside sources.
 - To provide assistance to members of the public in obtaining the books or other library material they require
 - To issue, discharge and renew library materials through the library computer system and provide assistance to customers in their use of self-service kiosks in accordance with current procedures
 - To give support to members of the public in the use of the People's Network, particularly assisting in Microsoft Office applications and Internet support within agreed guidelines

3. To assist in the promotion of the service's book stock, and ensure that it is managed in accordance with the community-led Library Service policies which meet local need.
 - To maintain the stock of the library to keep it up to date, attractive and relevant
 - To shelve returned books and other library materials and help maintain the arrangement and appearance of the stock

- To listen to and report customer needs, comments and complaints to line managers
4. Staffing and skills – to welcome volunteers into the staffing team, and offer them the assistance and in-role training they require to become effective members of the wider library team. To become skilled in all Library Service procedures, and develop and maintain a generic skill set that allows the Isle of Wight Council to employ their skills, abilities and experience across the service and with its formal partnerships as needed
 - To provide assistance to new staff, relief staff and volunteers through mentoring and job shadowing
 - To undertake training and staff development activities as identified through the PDR process.
 5. Administration – to assist in recording all performance, staffing and financial returns in the appropriate formats when required.
 - To maintain appropriate financial and administrative records, and complete administrative procedures in accordance to Library Service and Council guidelines
 - To complete proper cash reconciliation and banking procedures under the direction of and in the absence of Senior Assistants and the Library Supervisor
 6. Premises – to assist any senior staff in checking that any library building is safe, secure and well-maintained, and that its equipment works effectively and to alert line management of any problems.
 - To maintain the appearance of the library to make it clean, tidy and welcoming to all users
 - To deal with any situation that arises in connection with the activation of a library alarm system.
 - To occasionally deal with urgent buildings and utilities problems, by reporting problems to Property Services and the Library Management Team and dealing with contractors in the absence of senior staff.
 7. Other duties – To carry out any such duties as may be required from time to time to facilitate the efficient running of any library and related functions and understand that you will be required to work in any of the library network's service points.

Generic quality statement: The Isle of Wight Council expects that its staff will adhere to its policies and procedures. All members of staff are expected to be familiar with procedures and undertake appropriate activities to support their learning and development.

Safeguarding - The Isle of Wight Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and operates stringent safer recruitment practices.

Diversity and Equality - All employees are expected to treat others with dignity and respect.

Health and Safety - The Isle of Wight Council has a duty to protect employees and all employees have a duty to protect themselves and others from harm as far as is reasonably practicable.

Data Protection and ICT Security – All employees are required to ensure that any information or data collected or input in to a council system complies with the standards set out and any associated processes that are specific to an area of work.

JOB TITLE: **Library Assistant** DIRECTORATE: **COMMUNITY WELLBEING & SOCIAL CARE**

GRADE:

POST NO:

PREPARED BY: **Rob Jones**

DATE: **October 2012**

E=ESSENTIAL D=DESIRABLE		SOURCE OF EVIDENCE - APPLICATION FORM	= A = T = I
		TEST	
		INTERVIEW	
	1. EXPERIENCE, direct work experience, other relevant experience. W=4		
E	Basic public library experience or customer facing service experience or retail industry experience		A
	2. KNOWLEDGE, without which the job cannot be done effectively W =4		
E	Broad general knowledge		A / I
D	Knowledge of dealing with challenging situations and people		A / I
	3. SKILLS AND ABILITIES, Essential/Capable of doing, Desirable/Able to train W=5		
E	Excellent communication and customer care skills		
E	ICT Skills		A / I
E	Able and willing to participate actively in events for adults and children, eg rhymetime		A / I
E	Team spirit – able to engage with fellow staff, create team spirit, integrate new staff including volunteers		A / I
E	Basic research and information skills - e.g. able to use internet search engine effectively		A / I
	4. QUALIFICATIONS, TRAINING & EDUCATION, also identify training to be given W= 4		
E	5 GCSEs or equivalent at grade C and above, including English and Maths		A
E	ECDL or equivalent		A
	5.PERSONALITY, SOCIAL SKILLS, Relationships, thinking styles, disposition W=5		
E	Willingness to embrace change,		I
E	Positive, outgoing and helpful attitude		I
E	Willingness to work with volunteers		I
D	Ability to resolve conflict		I
E	Ability to relate to adults and children with equal enthusiasm		I
E	Ability to work alone or as part of a team		I

	6. OTHER FACTORS, Physical, Mobility, Availability, Conditions, etc. W =4	
E	Flexible working ability including evenings and weekends	I
E	Ability to lift heavy books / boxes	A / I
D	Lone working	A / I
D	Security of cash, buildings and physical assets	A / I
E	Interest in books and authors	A / I
D	Car owner / driver	A
	CONTRA INDICATIONS, if any	