

## Library and Information Assistant Job Description

Job title:	Library and Information Assistant
Department	Parish Library Services
Reporting to:	Libraries Manager
Responsible for:	Volunteers, if applicable
Location:	Pinetrees Library
Term of contract	Permanent
Working hours:	Part-time, 18 hours per week

### Background and Context

The Library Service in Central Swindon North Parish (CSNP) provides front-line services to all its residents, with a primary purpose to support and enhance residential health and wellbeing, productivity and economic activity, learning and skills, and social and civic interaction.

Historically library services within the parish were delivered by Swindon Borough Council (SBC) and its predecessors. In May 2017 responsibility for Library services was transferred to CSNP, with SBC providing library services on a contractual basis. With effect from 1<sup>st</sup> April, 2020, the responsibility for, and provision of, library services within the parish was fully assumed by CSNP.

CSNP requires a proactive Library and Information Assistant to provide a comprehensive front-line service that meets the needs of all users within the parish.

### Job Purpose

Library and Information Assistants will provide excellent customer service, assisting our customers in gaining the maximum benefit from their use of Library facilities and services, and by providing and maintaining a welcoming and safe environment. This is a challenging and varied customer focused role, helping customers to access physical and online information, encouraging reading, promoting events and activities, supporting our customers in the acquisition of literacy skills, and promoting Library services and spaces as community assets.

### Responsibilities

The postholder will work as part of a team within CSNP Library Services. You will be required to work flexibly on a variety of tasks. Communication with Library users and colleagues are integral to the role. While predominantly working in Pinetrees Library, you may be required to work at each of the branch libraries. You will be highly visible to customers and other users, ready to provide help and support at all times, and will provide day-to-day management for any Library volunteers.

The position involves a variety of administrative tasks, and a degree of physical work such as shelving of books. Duties will include carrying out Library processes such as circulation, shelving, processing new memberships, managing delivery and return of stock, and assisting Library users in a learning and teaching role to assist them in developing important literacy

and digital literacy skills. You will also facilitate community and other groups to make effective use of library space.

### **Key Responsibilities**

1. Help users access Library systems to discover print and digital reading materials and resources.
2. Provide information and advice in response to customers enquiries made either by telephone, email, in writing, via social media or face-to-face, by searching information through physical and online resources.
3. Assist users to access all Library services including the use of self-service Library equipment, public computers, and WiFi, and perform basic trouble-shooting in the event of any issues or queries.
4. Help Library users in utilising IT, including access to online resources for leisure, business, job hunting and access to digital forms.
5. Maintain an awareness of user needs, listening and responding to comments and complaints, referring those that you are not able to resolve to your manager, and other colleagues as appropriate.
6. Take part in a wide range of promotional activities and outreach work with all ages, including active involvement in rhyme-times and story-times, craft sessions, hosting readers groups, helping with author events, school visits and other activities as they arise.
7. Support the libraries and visitor information retail offer, the selling of merchandise, and tickets for events.
8. Use the Library management system and other IT applications to manage Library users accounts.
9. Carry out all routine clerical and administrative tasks to ensure Library services are delivered to users effectively, using IT systems to support the public facing operation.
10. Assist with retail stock control and ordering, maintaining records as required by financial regulations.
11. Handle cash and other receipts and assist with recording, balancing and banking as required, in accordance with the Council's financial regulations.
12. Support and train volunteers in relevant duties and to direct the day to day work of volunteers as designated by your manager.
13. Be an exemplar of user and service standards.
14. To carry out all other duties as required and are commensurate with this post.

### **Supplementary Responsibilities**

1. Ensure the security of the Library premises.
2. Take appropriate action to deal with issues arising to ensure continuity and quality of service is maintained.
3. Staff will work at the times when libraries are open at any Library site including promotional visits at other locations.

4. Weekend and evening working is required.
5. To participate in equality and diversity training, and information briefings as and when required as part of continuous development.
6. To promote equality and diversity best practice in all areas of work
7. Ensure that any identified personal training needs are discussed with immediate supervisor, including being appraised in accordance with the Council's development and appraisal scheme and to undertake a programme of continuous improvement

### **Knowledge and Experience**

*Candidates must have substantial knowledge and experience in the following areas and will be required to provide evidence of this:*

- A proven track record of good customer service experience.
- Literate and numerate.
- An enthusiasm for books, promotion of reading, lifelong learning, and information provision.
- Excellent communication skills, able to use a range of appropriate methods effectively.
- Ability to engage with a wide variety of people and to work as part of a team or unsupervised.
- IT skills, including the ability to use Microsoft Office packages (Word, Excel, Outlook, PowerPoint), internet and email. Knowledge and experience in using social media, and maintaining websites or webpages would be advantageous.
- Ability to assist users in accessing online information and resources.
- Ability to assist user in accessing and completing government information online e.g. Universal Job Match, Universal Credit.
- Flexible approach to working patterns and practices.
- Ability to carry out lone working when required.
- A positive attitude to training and personal development.
- Problem solving skills.
- Diversity and equal opportunities awareness and putting this into practice.
- Able to cope and function effectively in a pressurised environment and emotionally resilient.
- User of digital technologies including social media.

## **Qualifications**

### Essential

- A good general level of education with a minimum of 5 GCSEs or equivalent.

### Desirable

- CILIP Certification or other CILIP accredited library qualification.

## **Decision Making**

- Making operational decisions to support Library users within defined guidelines.
- Make decisions regarding health and safety, making the decision to close buildings, evacuate buildings, call emergency services etc in consultation with senior staff.
- Following and explaining Library policy and procedures to users.
- Ensuring Library guidelines are adhered to by users and staff.

## **Creativity and Innovation**

- Promote the Library service.
- Share ideas for the improvement of Library services with colleagues.
- Be proactive in running promotional activities, contributing to design and implementation of events with other staff.

## **Location**

Successful applicants will be primarily based in Pinetrees Library but may be required at times to work at our other branches at John Moulton Hall, Moredon and Rodbourne Cheney Library, and the Even Swindon Community Centre.

## **Working Hours**

This is a part-time position of 18 hours per week. Evening and Saturday work is required.

## **Contract Term**

Permanent to start from August 2022.

## **Remuneration Package**

**Starting Salary:** NALC Grade LC1 SCP1-SCP6, £8,447 per annum.

**Holidays:** 36 days, inclusive of 8 bank holidays pro rata.

**Pension:** Eligible to join the WPS immediately.

**Notice period:** One month.

**This position is subject to an Enhanced DBS check**

## **Application Process**

Please email your CV to [LibMan@centralswindonnorth-pc.gov.uk](mailto:LibMan@centralswindonnorth-pc.gov.uk), together with a concise one page covering letter setting out your reasons for applying for this position.

**Deadline for Applications:** Sunday 31<sup>st</sup> July 2022.

### **Note:**

This job description outlines the main duties and responsibilities of the position and is designed for the benefit of both the post holder and the Council in understanding the prime functions of the post. It should not be regarded as exclusive or exhaustive as there may be other duties and responsibilities associated with and covered by the grading of this post.