

Application Guidance for Library and Information Assistant (LIA) posts

Before you apply, please take time to read the Role Profile. Ensure that you include relevant examples in your application to demonstrate how your experience and skills match the knowledge and experience required.

Please show these examples in the Skills, Abilities, Experience and Achievements section of the application form.

Make sure all the information you supply in your application form is relevant and tailored to this post and ensure you complete the application form in full. Please check the grammar and spelling before submitting the form.

About the role

There are 5 core and 8 community libraries in the Swindon Library network. LIAs work mostly across two sites; however they are expected to travel to work at other locations to support the library network as required.

The work is not desk based and can be physically demanding, including some lifting. The work is mentally demanding as it involves working directly with the general public.

Candidates will have good computer skills, with the ability to support library customers with MS office applications, email and using the internet. This includes helping customers access information and with online applications online e.g. Universal Job Match or Universal Credit applications.

LIAs deliver children's activities e.g. story times and class visits as well as supporting other library promotional events. They also support volunteers and volunteer activities.

LIAs are responsible for promoting and selling items of merchandise from our retail range and tickets for events and coach bookings. LIAs take responsibility for the day to day delivery of the service and the security of the building, including locking and unlocking.

LIAs work in a busy multi-tasking environment; candidates will have the ability to work under pressure, be flexible with work patterns and will show a positive attitude towards training and personal development.

Candidates will be able to demonstrate that they can work on their own initiative, as well as being an effective team member. Candidates will show a commitment to reading, lifelong learning, information delivery and virtual services.

Knowledge and experience will be assessed as follows:-

<u>Essential knowledge and experience required:-</u>	<u>Method of assessment</u>
Face to face customer service experience	Application form and interview
A good working knowledge of MS office, internet and email	Application form and interview
Literate and numerate	Application form and interview
Ability to engage with a wide variety of people	Interview
Ability to work as part of a team and unsupervised	Application form
Excellent communication skills	Application form and interview
Problem solving skills	Interview
Enthusiasm for promoting books and reading, lifelong learning and information provision	Application form and interview
Application form is tailored to this post	Application form
<u>Preferred knowledge and experience:-</u>	
Evidence of significant face to face customer service experience	Application form
Enthusiasm for selling and promoting merchandise	Application form and interview
The ability to support users in MS office applications, using email and the internet	Application form and interview
Experience of helping people with online information applications	Application and interview
A positive attitude to training and personal development	Application form