

Job Title: Library Support Assistant	Role Profile Number: P/A
Grade: J	Date Prepared: June 2018
Directorate/Group: Delivery / Localities	Reporting to: Library Supervisor
Structure Chart attached:	No

Job Purpose

- To provide excellent customer service and assist customers to gain maximum benefit from use of library facilities and services.
- This is a customer focussed role and responsible for providing library assistance to users.
- It is a challenging and varied role, helping customers to access physical and online information, encouraging reading, and promoting events and activities.
- Duties will include carrying out library processes such as shelving, library membership, reservations, and maintaining a welcoming environment.

Key Accountabilities

- Assist users to access all library services; including the use of self-service library equipment, public computers and Wi-Fi and perform basic trouble-shooting in the event of queries
- Assist and support volunteers in relevant duties.
- Provide basic information and signposting in response to customers' enquiries made by telephone, email, in writing and in person.
- Help users access and use e-books, e-audio and e-magazines.
- Issue, renew and discharge stock.
- Shelve returned stock and tidy shelves as directed using library classification systems.
- Use the library management system and other IT applications for the basic management of library users' accounts.
- Receive and handle monies in accordance with agreed practices for overdue charges, sales and loan fees.
- Knowledge of library services and ability to signpost customers
- Carry out floor walking duties to assist library users.
- To carry out all other duties as required and are commensurate with this post

Supplementary Accountabilities

- Carry out duties in line with Health & Safety best practice.
- Advise Library and Information Assistant/Supervisor on duty of any security or Health & Safety issues.
- Staff will work at times when libraries are open and at any library site as directed.
- Weekend and evening working is required
- Participate in equality and diversity training, information briefings as and when required.
- Promote equality and diversity best practice in all areas of work

- Ensure that any identified personal training needs are discussed with Supervisor, including being appraised in accordance with the Council’s development and appraisal scheme and to undertake a programme of continuous improvement

Knowledge & Experience

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

- Passion for excellent customer service.
- Enthusiasm for books, promotion of reading, lifelong learning and information provision.
- Computer skills including the ability to use Microsoft office packages and internet/ email.
- Good communication skills and the ability to use a range of appropriate communication methods effectively.
- Literate and numerate.
- Ability to engage with a wide variety of people.
- Ability to work as part of a team or unsupervised.
- Flexible approach to working patterns and practices.
- A positive attitude to training and personal development.
- Good problem solving skills.
- Diversity and equal opportunities awareness and ability to put this into practice.
- Ability to cope and function effectively in a pressurised environment and emotionally resilient.
- User of digital technologies including social media.

Qualifications

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

Decision Making

- Following and explaining library policy and procedures to users.
- Following library guidelines and ensuring they are adhered to by users.

Creativity and Innovation

- Promote the library service.
- Share ideas for the improvement of library services with colleagues.

<ul style="list-style-type: none"> • <u>Job Scope</u> • Number and types of jobs managed • Typical tasks supervised/allocated to others • Assist and support volunteers 	<ul style="list-style-type: none"> • Budget Holder • Responsibility • Asset Responsibility: 	<ul style="list-style-type: none"> • No
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Contacts and Relationships

- Will have contact with directors, managers, members of the public, volunteers and clients

Values and Behaviours

We strive to underpin our culture of being 'At our Best' through strong management and authentic leadership. This means getting the management basics right. We own and demonstrate accountability, both individually and collectively, and aim to get things right first time. Building on this we also expect everyone at SBC to demonstrate and live our organisational values and behaviours, by displaying:

- Accountability at all levels
- Customer care and pride in what we do
- Continuous learning and evaluation
- Valuing one another and the contribution each of us makes

Other Key Features of the role: long periods of standing; manual handling of crates, books and trolleys; potential verbal abuse and aggression from members of the public.

Employee Signature:	Print Name:
Date:	
Line Managers Signature:	Print Name::
Date:	