

Application Guidance for Library and Information Assistant (LIA) and Library Support Assistant (LSA) posts

Before you apply, please take time to read the Role Profile of the role you are applying for. Ensure that you include relevant examples in your supporting statement to demonstrate how your experience and skills match the knowledge and experience required.

Make sure all the information you supply in your supporting statement is relevant and tailored to the role you are applying for. Please check the grammar and spelling before submitting your CV and supporting statement.

Please make sure you clearly state which post/s you are applying for.

About the roles

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. The successful candidate will be a friendly and confident person who is happy to work in a customer facing role. Candidates will need to have excellent communication and people skills to manage the occasional challenging customer.

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.

LIAs and LSAs 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.

Annualised hours staff do not have a leave allowance but can request periods not to be available for work – these requests must be agreed in advance and are authorised if staffing permits.

Relief (Casual) staff work on an “as and when required” basis to cover annual leave and sickness for library staff. This work may be at any of the libraries in Swindon (community libraries and SBC run libraries). There will be some single staffing required and locking and unlocking of buildings.

Additional guidance for LIAs – please make sure you tailor you application to take into account additional/different responsibilities in this role profile

Knowledge and experience for LIAs and LSAs will be assessed as follows:-

<u>Essential knowledge and experience required:-</u>	<u>Method of assessment</u>
Face to face customer service experience	Supporting Statement and interview
A good working knowledge of MS office, internet and email	Supporting Statement and interview

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