

Job Title: Local Studies Officer	Role Profile Number: LI3681
Grade: L	Date Prepared: September 2020
Directorate/Group: Children's Services	Reporting to: Library Development and Innovation Manager: Information & Local Studies
Structure Chart attached:	No

Job Purpose

- To deliver, promote and develop the Local Studies collection and its services.
- To independently deliver the specialist enquiry and research service: expertly employing a wide variety of resources, and clearly communicating and interpreting information for users of all ages and all levels of understanding.
- To support projects and exhibitions, including commercial work, grant-funded project work, and collaborations with our internal and external partners.
- To mentor, support and train library colleagues in understanding Local Studies.

Key Accountabilities

- Deliver a high standard of customer service, taking full ownership of enquiries, with comprehensive and precise research, following through until conclusion, and using discretion and tact in often highly-sensitive matters.
- Expertly use Local Studies collections and other resources to answer complex enquiries, help users understand the answers, and making referrals when needed.
- Administer and support the Swindon & District History Network through communication with member groups, institutions, and individuals.
- Independently manage your own time and workload priorities.
- Host and deliver talks, tours and promotional events, including social media.
- Deliver training and support for colleagues across Swindon Libraries
- Develop excellent ongoing relationships within the local heritage sector.
- Catalogue and classify items and local articles for the library catalogue.

Knowledge and Experience

- Degree level of education and literacy, with knowledge of history and genealogy.
- Expertise in use of electronic database, eResources, and classification systems.
- Experience of public-facing customer service with a wide range of users.

- Experience of archives, specialist libraries, or museums.
- Willingness to consider CILIP Certification or Chartership.
- Ability to undertake methodical research to answer complex enquiries with care and accuracy.
- Excellent communication skills, both verbal and written.

Decision Making

- The post holder must manage their own time to prioritise enquiries and projects, whilst delivering a frontline public-facing role.
- They must continuously develop their understanding of collections, databases and resources in order to decide how best to address enquiries and solve problems.
- They must employ tact and sensitivity in dealing with emotional enquiries.
- They must work within the framework of the Public Library and Museums Act (1964), the Universal Offers (Libraries Connected), the Library Association guidelines for local studies provision in public libraries (2002), and the Local Studies Collection Development policy.

Creativity and Innovation

- The job holder must continuously employ creative strategies in addressing enquiries: determining which resources may offer answers, and applying innovative lateral thinking in using those resources.
- Creative input will be needed in the creation of posters and publicity, documentary photography, and written text for social media work.

Job Scope

The post holder will not line manage other staff but will help train and support colleagues across Swindon Libraries in the use of Local Studies.

Budget and resources

The job holder will not be a budget holder but will identify possible acquisitions and purchases for the collection.

Contacts and Relationships

Contacts and relationships are a vital to this role. The Local Studies team maintain excellent ongoing relations with many local heritage individuals, institutions and societies. These relationships will be in person, by letter and email, and through formal meetings. This role will deal with local and national media, authors, researchers, journalists, historians, law enforcement, teachers, publishers, libraries, archives, and others.

Examples:

- The Swindon & District History Network
- The Wiltshire & Swindon History Centre in Chippenham
- Various services within Swindon Borough Council

Other Key Features of the role

- The role requires weekend and evening work.
- The role requires travel to events, meetings and talks.
- This role is largely based in public areas of Central Library and therefore will encounter a wide range of the public and some antisocial behaviour.
- Enquiries may be distressing as we help customers research recent or ongoing family trauma, including deaths, murder, and other crime.
- This role requires handling of valuable, fragile and often irreplaceable material in accordance with best practise.

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