

Role Profile

Job Title: Library & Information Assistant	Role Profile Number: SBC_10008
Level: 5	Date Prepared: 2020
Directorate/Group: Swindon Library & Information Service	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 and visitor information to library users and visitors to Swindon.
- It is a challenging and varied role, helping customers to access physical and online information, encouraging reading, and promoting events and activities.
- Other duties will include carrying out library processes such as library membership, reservations, dealing with direct delivery of stock, and maintaining a welcoming environment.

Key Accountabilities

- Assist users to access all library services including the use of library equipment
- Support and train volunteers in relevant duties and to direct the day to day work of volunteers as designated by your manager
- Maintain an awareness of users' needs, listen and responding to comments and complaints, referring those that you are not able to resolve to other colleagues or to your manager
- 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
- Help library users in utilising IT, including access to online resources for leisure, business, job hunting and access to digital forms
- Help users access and use eBooks, eAudio and eMagazines.
- 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.
- Be an exemplar of user and service standards
- Carry out all routine clerical and administration tasks to ensure library services are delivered to users effectively, using IT systems to support the public facing operation
- Use the library management system and other IT applications to manage library users accounts
- Handle cash and other receipts and assist with recording, balancing and banking as required, in accordance with the Council's financial regulations.
- Support the libraries and visitor information retail offer, the selling of merchandise, and tickets for events
- Assist with retail stock control and ordering, maintaining records as required by financial regulations
- To carry out all other duties as required and are commensurate with this post

Supplementary Accountabilities

- Ensure security of the library premises
- In the absence of the Library Supervisor, take appropriate action to deal with issues arising to ensure continuity and quality of service is maintained.
- Staff will work at the times when libraries are open at any library site including promotional visits at other locations.
- Weekend and evening working is required
- To participate in equality and diversity training, information briefings as and when required as part of continuous development.
- To promote equality and diversity best practice in all areas of work
- 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 & Experience

- *Candidates must have substantial knowledge and experience in the following areas and will be required to provide evidence of this:*
- Proven track record of good customer service experience
- Enthusiasm for books, promotion of reading, lifelong learning and information provision
- Proven use of Microsoft Office packages, internet, and email - and the ability to support users in these applications. 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
- Excellent communication skills, able to use a range of appropriate methods effectively
- Literate and numerate.
- Ability to engage with a wide variety of people and to work as part of a team or unsupervised
- 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

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

Decision Making

- Making operational decisions to support library users within defined guidelines.
- In the absence of Library Supervisor make decisions regarding health & 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

- Actively identify areas of improvement and make suggestions for change
- Promote the library service.
- Take be proactive in running promotional activities, contributing to design and implementation of events with other staff.

<p><u>Job Scope</u></p> <ul style="list-style-type: none"> • Number and types of jobs managed <p>None.</p> <ul style="list-style-type: none"> • Typical tasks supervised/allocated to others • Supervising and allocating tasks to volunteers 	<ul style="list-style-type: none"> • Budget Holder • Responsibility • Asset Responsibility: 	<p>No.</p>
--	---	------------

Contacts and Relationships

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

Other Key Features of the role (working environment / emotional / conditions i.e. regular outside work, unpleasant or hazardous conditions, practical demands such as standing, carrying or working in constrained positions, potential verbal abuse and aggression from people, or risk of injury)