



Role Description

Post Title:	Library Assistant
Post Number:	PLL37
Department:	Communities Department
Grade & Salary:	SCP 04
Reports To:	Library Supervisor

Purpose

To act as first point of contact in libraries and service points, ensuring customers are helped to access library services.

Responsibilities & Outcomes

Work as a member of the Library Service team, welcoming and assisting customers of all ages and backgrounds to make effective use of the range of services and facilities.

Carry out a variety of duties including: processing membership applications; issuing, returning and reserving books and other library materials using the Library Management system; sorting, shelving, processing and repairing stock, contributing to stock checks and other admin duties under the direction of the library manager.

Assist customers to use technology such as self-serve kiosks, computers, tablets etc. Be able to demonstrate Library Service apps and help people to download to their own device. Assist people to access services using Wi-Fi via their own mobile device.

Assist customers in accessing information and services from the Internet, setting up email addresses and supporting learning and development. Process benefit forms, take credit/debit card payments, scan documents and other types of service as and when required.

Deliver a range of activities in the library including Read and Rhyme times, class visits from schools, craft events etc. and to assist with and promote all events and activities within libraries to customers. Be responsible for using stock to make relevant displays within the library.

Promote the Library Service, talking to customers about the range of services, books and other materials available, including e-services. Promote reading, learning, arts and cultural

events and activities, using social media to advocate about the service. Use digital signage in the library to promote events and activities.

Handle library cash payments, issue receipts, reconcile and bank cash following financial regulations.

Respond to wide-ranging customer enquiries whether in person, by phone or via letter and e-mail, or refer as necessary; To record customer comments and complaints following council procedures.

Open and secure libraries following set procedures and where appropriate to be responsible for premises and safe keys.

Work in any library or section across the Borough, as and when required, in order to meet the needs of the service.

Relationships

Within the organisation:

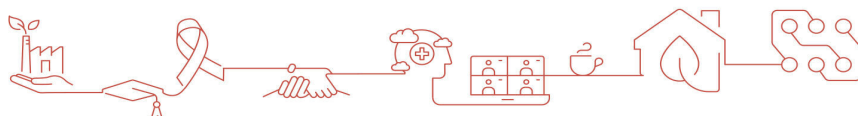
- Library, Archive and Arts teams
- Colleagues from other directorates within the Council as appropriate.

At a borough level

- Residents and visitors to the service. Partners from across the Borough as appropriate.
-

Generic responsibilities

- To comply with the Council's Health and Safety Policy and associated safe working procedures and guidelines.
 - To comply with the Council's Comprehensive Equality Policy and to ensure that it is implemented within the service area of the post.
 - To comply with the Council's Information Management Framework (including the Data Protection Policy, Code of Practice and Social Media Policy).
 - To comply with the Council's Code of Conduct a fundamental aspect of which are "the Seven Principles of Public Life", and to conduct oneself with the highest standards of conduct that they require.
 - The Council guarantees an interview to disabled applicants who demonstrate they meet the essential job criteria.
-



WWW.STHELENS.GOV.UK

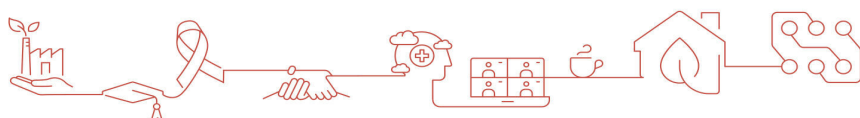


This post is not subject to Disclosure.

This post is not Politically Restricted in accordance with the Local Government and Housing Act 1989 (as amended).

The details contained within this job description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult the post holder/s at the appropriate time.

Date Prepared: May 2022



WWW.STHELENS.GOV.UK

