

ROLE DESCRIPTION

Role title	Library and Information Officer		
Directorate	Planning Localities & Culture		
Reporting to	Library Manager		
Grade	14		
Evaluation ref	AG0840	Job Family Ref	CCT14
Role purpose			
- To provide a customer centred service to a diverse range of people, partners, and organisations. - To respond to a wide range of library and information enquiries and provide support to help enable access to self-service tools or digital services. - To proactively plan, deliver and promote library activities - To work alongside volunteers, providing a positive volunteering experience.			
Key results area	Accountability		
Corporate Responsibility	Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.		
Customer Service	- Delivering high quality customer focused library services responding to customer enquiries efficiently and competently. - Providing front line reception support within Library Hub buildings (Currently the Glastonbury Library Hub) and is the first point of contact for customers and partner organisations working within the Hub building. - Providing first point of contact for visitor's delivery a welcoming customer service, responding efficiently to individuals face to face, by telephone and by email and social media. - Dealing with customer compliments and concerns offering resolutions where possible and using own judgement on when to escalate/record issues appropriately.		
	Responds to a wide range of library and information enquiries from customers e.g. from simple quick reference type enquiries through to more in-depth information enquiries. Promotes the use of all		

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	service tools, e.g. self-service Kiosk and IT systems and information resources to encourage customers to help themselves. Supports those unable to help themselves. • Uses a range of Internet search strategies, navigating web sites and assessing a variety of digital information sources. Uses different communication tools, including social media and online platforms (such as Yammer, email, Zoom). • Assists customers to use the People's Network computers, e.g. printing, scanning, and accessing email accounts, helping to log onto library systems from their own devices, booking library events, partner agency appointments, making reservations, accessing SC web links, e.g. Somerset Choices. • Makes customers aware of and promotes Library Service resources, e.g. eBooks, the Libraries West Catalogue, activities and events, specialist book collections.
	• Proactively plans, delivers and promotes library activities, e.g. children's story time, craft activities, Lego groups, conversation cafés, theatre events etc. Activities could take place in the library or in a community venue. Identifies ways to increase the use of the library/library Hub outside of normal opening hours maximising the use of the building by the wider community, e.g., through local talks, meetings, events and opportunities for other groups to use the library. • Guides and instructs customers to develop their digital skills. Works with partners and expert volunteers to provide digital activities, e.g. Code Clubs, Hackathons, Raspberry Pi sessions and UK Online. • Works with and encourage library friends' groups and volunteering opportunities within the library, providing a positive volunteering experience. Ensures volunteering time is used effectively, identifying tasks, guiding and supporting as required.
Stock Management	• Assists customers to find popular and recreational reading choices and to inspire the joy of reading in adults and children. Makes customers aware of and promotes all formats of reading materials and digital media through engaging displays and reading activities. • Helps to maintain quality book and library stock collections using appropriate stock management tools, e.g. Collection HQ and customer feedback to reflect local need. Manages the day-to-day stock issues with the library, searching, editing, withdrawing stock and processing collections. Manages the presentation of library stock, for example books, DVDs, children's resources ensuring displays are imaginative and well presented.

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	• Understands library service targets and performance measures on day-to-day library transactions, footfall and activities, and how individual contributions help the success of the libraries service. • Demonstrates knowledge of the legal requirements of the libraries service and able to communicate this information to customers to ensure compliance, e.g. copyright, data protection, byelaws and data sharing. • Responsible for library banking, imprest and reporting. • Demonstrates awareness and complies with all Health and Safety policies and practices. Familiar with all building controls, e.g. Fire/Intruder alarm; heating and escalates concerns to managers as appropriate. Prepares the library space for opening to the public, and is responsible for securing buildings by activating/deactivating alarms, etc. In a Library Hub building will take the lead role in managing issues related to the building or partner organisations in the absence of Facilities Management, notifying them of outcomes. • Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and the Somerset Councils 4 C's – Collaboration, Customer Focus, Care and Respect and Can-Do Attitude. Equality and Diversity practice covers both interaction with staff, customers and communities and includes challenging discrimination and promoting equality of opportunity for all. Demonstrates sensitivity and has respect for customer's individual rights and cultural needs. Has an awareness of customers with particular needs, e.g. Memory loss, Learning difficulties or wider mental health issues.
Qualification/Knowledge/Experience/Skills:	
We offer ongoing support, training and guidance to help you be the best you can be. But it will really help if you: • Have a wide general knowledge, an interest in books, and a digital curiosity • Are hard-working and receptive to change • Are confident in the use of digital technology. You will be helping customers to use our equipment and their own.	
Dimensions of role	
• The service is universal and therefore staff would engage with a wide range of library customers of all ages and backgrounds. • Occasionally may have to deal with challenging behaviour from customers, some who may present with mental health issues. • Contact with representative of community groups, public bodies, and local charities/Trusts to assist with bookings, exhibitions, events and activities in order to promote the use of library/Hub space.	

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- Contact with other library staff and specialist areas, e.g. Performing Arts Library, Bibliographical Services and other Libraries within the Libraries West consortium.
- Regular contact with Library Supervisors, and members of the Development team, Libraries West team and senior management.
- Contact with a wide range of organisations that may be based and work within the library/Hub.
- Demonstrate procedures and support the induction of new members of staff, including Apprentices, work placements and volunteers.
- Liaise and has contact with the Library Helpdesk and SC TAP team, property repair line and contractors, to report faults and maintenance issues.
- Within a Library Hub building will have regular contact with Facilities Management regarding the day-to-day function of the Library Hub.
- Will be the first point of contact for contractors carrying out repairs or maintenance within the Library Hub.
- Staff will be responsible for handling cash and banking up to the value of £500.
- Staff may be required to lone work or with no supervisor on site.
- All staff will take a pro-active approach towards their continuing personal development.

Notes

Competencies / attributes

- Demonstrates flexibility, enthusiasm and a willingness to undertake a variety of tasks
- Copes with competing deadlines and is able to prioritise work
- Adopts a flexible approach to support others including work experience placements and volunteers
- Prepared to work additional hours, including evenings, weekends
- Willing to travel between Libraries (within reasonable distance)
- Demonstrates excellent verbal and written communication skills. Numerate
- Communicates with people at all levels effectively
- Able to actively listen and seek clarification when needed
- Demonstrates ability to assess risk and manage conflict and/or challenging behaviour
- Works with and supports a range of public service providers and community/voluntary groups based in the Library
- Able to respond to and work with colleagues from other teams, partners or external organisations in a positive, proactive way
- Able to share knowledge with colleagues, customers, partners and others
- Identifies and works with potential local partners to deliver service initiatives

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	• Demonstrates an open and honest approach to all aspects of their role • Able to work with minimal supervision and use own initiative • Able to use presentation skills to display Library resources • Develops and follows procedures for implementing routine tasks accurately, consistently and efficiently • Demonstrates an ability to set up eye-catching displays within the Library in order to promote stock and activities • Actively promotes Library services to all users via a range of communication channels.
Working conditions:	• Expected to work in other libraries, including the mobile library, as needed, within reasonable travelling distance
Working arrangements:	Regular working pattern but can be adjusted by mutual agreement.