



JOB DESCRIPTION

Job Title	Saturday Library and Information Assistant		
Directorate	Community Services		
Reporting to	Library Supervisor		
Grade	15		
Evaluation ref:	AG0915	Job ref:	Family CCt15
Role purpose			
Deliver high quality customer focused library services, responding to customer enquiries efficiently and competently.			
Responsibilities			
<ul style="list-style-type: none">• Provide a first point of contact for visitors delivering a welcoming customer service, responding to individuals face to face, by telephone and by email and social media. Deal with customer compliments and concerns, offering resolutions immediately where possible and or escalating when as appropriate.• Respond to a wide range of library and information enquiries from customers. Promote the use of all self-service tools, e.g. self-service Kiosk and IT systems and information resources to encourage customers to help themselves, whilst also supporting those unable to help themselves.• Use a range of Internet search strategies, navigating web sites and assessing a variety of digital information sources. Use different communication tools including social media, and online platforms, e.g. Yammer, email, Skype.• Assist customers to use the Library Public 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 SCC web links - Somerset Choices.• Make customers aware of and promote Library Service resources, e.g. eBooks, Libraries West Catalogue, activities and events, specialist book collections and wellbeing activities and events held in the libraries.• Assist with activities and events taking place in the library, such as children's story time, craft activities, Lego groups, conversation cafes, theatre events, etc.• Support customers to find popular and recreational reading choices and to inspire the joy of reading in adults and children. Make customers aware of and promote all formats of reading materials and digital media.• Work with and promote library Friend's groups and volunteering opportunities within the library, providing a positive volunteering experience.• Support the presentation of library stock, example books, DVDs children's resources ensuring displays are imaginative and well presented.• Understand 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.			

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- Demonstrate knowledge of the legal requirements of the libraries service and escalate to Library and information Officers where there are issues or concerns relating to compliance, e.g. copyright, data protection, byelaws, and data sharing.
- Demonstrate awareness and comply with all Health and Safety policies and practices.
- Help to prepare the library space for opening to the public.
- Will work flexibly and may be asked to work in other Libraries, within a reasonable travelling distance.

Impact

Contacts and relationships

- The service is universal and therefore staff will 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 to promote the use of library space.
- Has contact with other library staff and specialist areas, e.g. Performing Arts Library, Bibliographical Services.
- Regular contact with Library and Information Officers and Library Supervisors.
- Contact with a wide range of organisations that may be based and work within the library.

Resources

Will on occasions handle cash.

In 2016/17 there were 1,801,765 individual customer visits to Somerset Libraries, and 2,184,250 items borrowed.

Staff may be required to lone work or with no supervisor on site but will have a supervisor who is contactable. All staff will be expected to take a pro-active approach towards their continuing personal development.

Knowledge / Experience / Skills

	Essential	Desirable	
Knowledge			

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<ul style="list-style-type: none"> • Basic computer or keyboard skills • Ability to cope with competing deadlines and prioritise own work. • Ability to work with minimal supervision and use own initiative. 	E		
<ul style="list-style-type: none"> • Knowledge of Microsoft office • Basic knowledge of books and other media 		D	
Experience			
Activities or work involving interaction with members of the public as customers or service users	E		
<ul style="list-style-type: none"> • Use of the internet • Work in a library or some other customer facing/office environment. • Teamwork Handling money 		D	
Qualifications / Registrations / Certifications			
3 GCSE passes (including English) or equivalent	E		
City and Guild Library Assistant's Certificate ECDL, Clait or equivalent IT qualification		D	
Skills			
Working Conditions			
<ul style="list-style-type: none"> • Ability to lift and handle items such as boxes. • Flexibility – prepared to work additional hours, including, on some occasions, on evenings or at weekends; also, to work on occasions at other libraries 			
Working Arrangements			
Somerset Council's dynamic Working Strategy will be applied to this position			
Corporate Responsibilities			
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.			