

JOB DESCRIPTION

Job Title	Senior Library Assistant		
Directorate	Community, Place and Economy		
Reporting to			
Grade	13		
Evaluation ref:	AU1156	Job ref:	Family CCT13
Role purpose			
<p>The Senior Library Assistant - SLS plays a pivotal role within the School Library Service, ensuring the efficient operation and delivery of library services to schools across Somerset. This role involves supervising casual staff, managing library routines, and providing bespoke advice and guidance to school library service customers. The postholder is the first point of contact for customer queries, promoting and marketing the service, and supporting a range of service providers and community groups. The role requires maintaining and building knowledge of relevant systems and software packages, managing stock resources, and developing links with schools and community groups to extend the range of activities provided by the School Library Service. The role also involves upholding the council's equality, diversity, and inclusion policies, and ensuring the health, safety, and wellbeing of self and others.</p>			
Accountabilities			
<ul style="list-style-type: none"> • Supervise and coordinate the work of casual staff within the School Library Service. • Establish staffing priorities and allocate tasks. • Resolve day-to-day queries and refer complex matters to the Senior Librarian or Service Manager. • Carry out library routines including issue and return, renewal and reservation of resources. • Manage overdue items, shelve resources, and maintain their order and repair. • Organise the receipt and return of resources for other services such as Somerset Music and external organisations. • Assist school library service customers with bespoke advice and guidance on projects and topic selections. • Serve as the first point of contact for customer queries and resolve issues where possible. • Promote and market the service, working with the marketing team on promotional materials. • Provide advice and support to customers, including Headteachers, on library functionality and resource use. • Take and process orders from customers on a daily basis. • Pick and issue age-appropriate literature for projects requested by customers. • Select and purchase stock, catalogue and manage it upon receipt. 			

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- Maintain and build knowledge of relevant systems and software packages, such as Libresoft.
- Manage stock resources within the School Library Service, ensuring appropriate recording on the Heritage Cirqu system.
- Develop links with schools, community groups, and other library services to extend the range of activities provided.
- Attend school sessions and meetings to promote the School Library Service.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Understanding of library systems and software packages.	x	
Knowledge of library routines and procedures.	x	
Knowledge of equality, diversity, and inclusion policies.	x	
Understanding of health, safety, and wellbeing practices.	x	
Awareness of promotional and marketing strategies for library services.		x
Familiarity with the educational sector and school library services.		x
Experience		
Experience in supervising and coordinating staff.	x	
Experience in managing library routines and resources.	x	
Experience in providing customer service and resolving queries.	x	
Experience in promoting and marketing services.		x
Experience in selecting and purchasing library stock.		x
Experience in working with educational institutions and community groups.		x
Qualifications / Registrations / Certifications		
A degree or equivalent qualification in Library and Information Science or a related field		x
Professional qualification in library management.		x
Training in customer service and support.		x
Certification in equality, diversity, and inclusion practices.		x

JOB DESCRIPTION

Qualification in health and safety management.		x
Continuous professional development in library services.		x
Skills		
Excellent organisational and time management skills.	x	
Strong communication and interpersonal skills.	x	
Ability to supervise and coordinate staff effectively.	x	
Proficiency in using library systems and software packages.	x	
Ability to provide bespoke advice and guidance to customers.	x	
Strong problem-solving and decision-making skills.	x	
Working Conditions		
Dimensions of the role		
<ul style="list-style-type: none"> • Responsible to the Senior Librarian to advise on operational matters, and receive information and direction, for example on changes in guidance/policies. • Has daily contact with the Library & Information Assistant and any casual staff to allocate work, give direction, information, and advice. • Liaise with a range of staff throughout the Council and within Support Services for Education and the School Library service on operational matters. • Make regular contact with customers, suppliers and with Headteachers and schools' staff and local community groups, etc., to promote the resources of the School Library and provide outreach support. Visits schools to discuss and advise on the use of resources. • Work within a small team of staff, often involving lone working due to the part-time nature of staff within the Office. • Responsible for locking, unlocking, and securing the building on a daily basis. 		
Working Arrangements		
Somerset Council's dynamic Working Strategy will be applied to this position.		
Corporate Accountabilities		
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.		



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Date: 05.02.25