

LONDON BOROUGH OF LEWISHAM

JOB DESCRIPTION

Designation:	Library Assistant	Grade:	Scale 3
Reports to (Designation):	Team Leader	Grade:	SO1
Directorate:	Community Services-Place	Department:	Library and Heritage Service

Main Purpose of the job:

To be the first point of contact for the public in libraries and support users to make best use of the range of services available.

To promote the use of and support public use of digital resources and services, including both Council and government services.

To carry out procedures for the control and loan of stock within and outside the borough including the distribution of new resources and book stock.

To support and participate in activities for children, in reading and family learning.

Summary of Responsibilities and Personal Duties:

- Work with the team to deliver library services and act as the face of the Council to all residents, ensuring delivery of the council's digital-by-default and the government's assisted digital agendas.
- Deliver excellent customer care through floor walking and actively promoting the joy of reading and the full range of library services to customers.
- Assist users in making effective use of the Library & Heritage Service, maintaining a high standard of personal customer care in all contact with service users. Carry out the role with an understanding and commitment to customer care.
- Respond to enquiries from the public, assisting where possible, signposting to other Council services and referring on any unresolved queries to a more senior officer. Act on behalf of the Council to deliver services as required.
- Signpost customers to other Council services and support the public in the use of ICT to access the Council's digital services eg e-Admissions, Adult Learning
- Utilise a range of IT skills to undertake appropriate duties efficiently and effectively and provide support to the public in their use of IT resources required to access the Council's and the national digital agenda.
- Ensure the public have access to all resources by maintaining good order. This includes the shelving and tidying of stock. Ensure the space always looks welcoming and attractive.
- Undertake on a rota basis under five sessions, liaising with schools as appropriate in order to facilitate class visits to the library, including providing library inductions, helping to class to select books and reading stories as required.
- As required, work in any library to ensure continuing customer service, and in the best interests of the Library & Information Service.

- Undertake accurate cash handling and participate in the accounting and the reconciliation of various sources of income on behalf of the Library & Heritage Service and in accordance with Council financial regulations.
- Undertake the necessary routines and processes to ensure that new stock is available to the public promptly. Support the management of stock through the use of Collection HQ and similar tools as directed.
- Carry out procedures for the control, loan and exchange of stock between libraries within Lewisham and consortium library members.
- Produce displays to promote the use of the Library & Heritage Service. As appropriate assist with the administration of display and exhibition space bookings.
- Undertake any relevant training as may be required to improve the service or better perform the duties of the post. Assist with the training of new library assistants and work experience students.
- Carry out all duties in accordance with agreed LBL procedures and the Data Protection Act
- Act as a point of contact for the public. In accordance with agreed protocol, contact and liaise with senior staff on any urgent or more complex issues and carry out instructions issued by the senior officer.

Internal Contacts: These include all libraries including the community libraries; IT and Council Directorates

External Contacts: This will include The Libraries Consortium and Voluntary and Community Sector stakeholders

To carry out the duties of the post with due regard to the Council's relevant policies, codes and procedures.

To carry out duties with due regard to the Council's values and behaviours

All employees are required to participate in Appraisal and Performance Management processes and to undertake appropriate training and development, including mandatory induction training, identified to enhance their work.

All employees are required to comply with the Council's Health & Safety policies and procedures at all times, taking due care for themselves, colleagues and members of the public.

Undertake other duties, commensurate with the grade, as may reasonably be required.

All employees will be expected to work flexibly across the Service in any location as required.

Consideration will be given to restructuring the duties of this post for a disabled postholder.

THIS JOB DESCRIPTION MAY NEED TO BE AMENDED BY THE DIRECTORATE TO MEET THE CHANGING NEEDS OF THE SERVICE.

Number of fully managed staff:

Title:	Grade	No of posts
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Number of partially managed staff:

Title:	Grade	No of posts
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PERSON SPECIFICATION

Job Title: Library Assistant

Grade: SC3

Department: Library and Heritage Service

Note to Candidates

The Person Specification is a picture of the skills, knowledge and experience needed to carry out the job. It has been used to draw up the advert and will also be used in the shortlisting and interview process for this post.

Those categories marked 'S' will be used especially for the purpose of shortlisting.

Please ensure that Equality and Diversity issues are addressed specifically in relation to the role for which you are applying when addressing the requirements of this person specification where appropriate.

If you are a disabled person and are unable to meet some of the job requirements specifically because of your disability, please address this in your application. If you meet all the other criteria you will be shortlisted and we will explore jointly with you if there are ways in which the job can be changed to enable you to meet the requirements.

Equality & Diversity	
Awareness of and a commitment to Equality of Access and Opportunity in a diverse community	S
Understanding of how equality and diversity relates to this post	S
Knowledge	
of the role of the library and information service within the community	S*
of an inner city borough and the needs of the residents	S*
of the organisation of stock categories and materials within the library	S*
of excellent practice within customer care	S*
excellent knowledge of digital resources and services	S*
an awareness of health and safety issues as they affect public spaces	S*
Aptitude	
to use initiative	
to work under pressure	
to contribute to service wide initiatives and promote the use of digital resources	
to enter data accurately and correctly electronically or manually	
to champion digital resources and services	
ability to listen and empathise	
able to present a positive image of the Library & Heritage Service and the Council as a whole	
Skills	
Skills can only be used as shortlisting criteria if the skill is to be tested	(To Be Tested - T)
excellent customer care and interpersonal skills	
excellent oral and written communication skills	
excellent attention to detail and accuracy	
filing alphabetically and numerically (To be tested)	
Good ICT/digital skills and confidence in using a range of ICT packages	
Cash handling skills	
Experience	
of effectively using ICT applications to deliver a service	S*
of working in and being part of a customer facing team	S*
of working in a library and heritage service or similar customer focused setting	S*

of dealing with people from different backgrounds, different ages and abilities	S*
of assisting and supporting customers with the use of computers and digital resources and services	S*
of carrying out basic instructions without direct supervision	S*
of effective message taking, both written and verbal	S*
General Education	
literate and numerate	
good standard of education	
Personal Qualities	
flexible approach to working in a team	
perceptive and sensitive to others	
interested in reading and learning	
interested in current affairs	
positive attitude towards change	
Circumstances	
Able to attend, as required meetings, courses or events outside normal working hours and outside the borough to fulfil the needs of the post.	
Staff are expected to work flexibly across the Service in any location as required	
Physical	
Generally candidates must meet the standard Lewisham requirements for the post	

DBS Disclosure Required **Basic** **Standard** **Enhanced**

(Tick as appropriate – guidance available from your HR Advisor, if a DBS is not required please leave boxes blank)