

<b>JOB TITLE:</b>	Library Assistant
<b>GRADE:</b>	H2/3
<b>REPORTS TO:</b>	Customer Service Supervisor or Library Manager
<b>TEAM:</b>	Area Library Team
<b>DEPARTMENT:</b>	Libraries and Heritage Services (LHS)

### **Purpose of the Job**

To work as part of a team. To actively promote and encourage the use of library resources and information services available to all customers.

To deliver a consistently high level of customer service by assisting members of the public and providing a wide range of library activities as required by the Customer Service Supervisor.

To support the delivery of *Inspiring Libraries*, the 10 year Strategy for Hertfordshire Libraries by actively promoting the library to customers as:

- a hub for community information and activities
- a place where they can access and benefit from digital technology
- a gateway to reading, information and wellbeing

To contribute to the *Inspiring Libraries* ambition of attracting more visitors through participation in outreach and promotional activities in the community.

### **Main Areas of Responsibility**

#### **1. Kiosk and Reception Duties**

- Greet and welcome customers into the library
- Actively promote the library service to all users and contribute to library targets
- Support customers to issue and return stock using the kiosks and computer system
- Handle charges and other payments using a cash register

#### **2. Enquiries and IT Support**

- Deal with a range of stock and information enquiries from customers, in person and over the telephone, referring complex enquiries to more experienced staff or the Enquiry Team at WGCCLIS as appropriate
- Assist customers with information enquiries, using a range of computerised sources, eg the Internet where appropriate
- Assist customers with IT, providing support to those using library desktop pcs or the public Wi-Fi facility to ensure that all customers can access digital information.
- Register customers, explaining procedures and providing relevant information about available services
- Resolve queries with overdue reminders and charges, referring to more experienced staff when appropriate

### 3. Stock Duties

- Actively maintain the daily stock reports to achieve targets
- Unpack and process new stock, i.e. books, magazines and AV materials
- Shelve returned stock in correct order and tidy all stock to ensure that shelves are attractively presented
- Maintain attractive displays of stock to increase issues
- Maintain stock in good condition by identifying items for further action as appropriate
- Support volunteers in providing a library service to customers who are unable to visit the library in person

### 4. Library Activities

- Deliver and support library activities such as Baby Rhyme Times, Toddler Tales, IT Taster Sessions, author events and class visits
- Attend local community events to promote library services as directed by the Customer Service Supervisor

### 5. Other Duties

- Work, as required, without the presence of a senior member of staff on site
- Responsible for opening and closing routines at the Library, including key holding and banking
- Carry out library clerical routines as required by supervisor, eg maintaining library notice boards, leaflet and other displays, requests
- Act as the Library champion for specific areas of the service
- Attend appropriate training activities to update knowledge and skills
- Provide on the job training and mentoring to other staff
- Place orders for stationery and other equipment using online ordering
- Seek out opportunities to develop by contributing to the work of Countywide Buying Teams and Working Groups

### 6. Demonstrate HCC Values and Behaviours

- Carry out duties and responsibilities in a timely and responsive manner, in line with HCC's Values and Behaviours Framework of:
  - Being citizen focused
  - Making sure every penny counts
  - Acting with integrity
  - Getting things right and learning from experience
  - Continuing to innovate

The duties and responsibilities listed above describe the post as it is at present. The post holder is expected to accept any reasonable alterations that may from time to time be necessary.

### Person Specification: Library Assistant

	Essential criteria	Desirable criteria
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Experience of or an interest in working with the public</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in a library</li> </ul>
<b>Skills: Customer Care</b>	<ul style="list-style-type: none"> <li>• Understands and can apply the principles of good customer care</li> <li>• Demonstrates a willingness to want to help people</li> </ul>	
<b>Skills: Communication</b>	<ul style="list-style-type: none"> <li>• Excellent communication skills with the ability to converse fluently with members of the public and provide information in accurate spoken English</li> <li>• Able to listen and question library customers to respond accurately and professionally to their enquiries</li> <li>• Friendly and confident</li> </ul>	

	<ul style="list-style-type: none"> <li>• Able to proactively engage with and help library customers from all ages and backgrounds</li> </ul>	
<b>Skills: Marketing and promotion</b>	<ul style="list-style-type: none"> <li>• Able to identify and promote appropriate services for individual customers depending on their needs</li> <li>• Able to act as an advocate for the library service, both in the library and when attending community events</li> </ul>	<ul style="list-style-type: none"> <li>• Able to discuss book choices with library customers</li> <li>• Understands the importance of meeting library targets</li> </ul>
<b>Skills: Filing</b>	<ul style="list-style-type: none"> <li>• Able to shelve books alphabetically and numerically, quickly and accurately</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of the Dewey Decimal non-fiction classification scheme</li> </ul>
<b>Skills: IT</b>	<ul style="list-style-type: none"> <li>• Competent using Microsoft Office</li> <li>• Confident in the use of the Internet and other computer based library information resources</li> <li>• Confident in supporting and advising members of the public in their use of IT</li> </ul>	<ul style="list-style-type: none"> <li>• Knowledge of LHS library app/e-services</li> <li>• Able to use a tablet</li> </ul>
<b>Skills: Team work</b>	<ul style="list-style-type: none"> <li>• Reliable team worker</li> <li>• Demonstrates a desire to work collaboratively with colleagues to achieve service aims and objectives</li> </ul>	<ul style="list-style-type: none"> <li>• Understands the principles of effective team working</li> <li>• Demonstrates a commitment to contribute to service development</li> </ul>
<b>Skills: Organisational skills</b>	<ul style="list-style-type: none"> <li>• Organised and methodical</li> <li>• Able to prioritise tasks</li> <li>• Able to use initiative and problem solving skills to resolve issues eg queries from customers about library charges incurred</li> </ul>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Awareness of the wide range of library services offered</li> <li>• Able to act as a 'Champion' for a specific area of the service eg health information; local studies</li> </ul>	<ul style="list-style-type: none"> <li>• Awareness of <i>Inspiring Libraries Strategy</i></li> <li>• Awareness of key library and information resources</li> </ul>
<b>Behaviours</b>	<ul style="list-style-type: none"> <li>• Able to work within Values and Behaviours</li> <li>• Willing to take responsibility for own self-development</li> <li>• Able to remain calm when working under pressure</li> </ul>	<ul style="list-style-type: none"> <li>• Understands the importance of promoting library stock and services to increase issues and visits</li> </ul>

## Diversity and Inclusion

Hertfordshire County Council is committed to making inclusion part of our DNA, both as a large employer of people and as a provider and commissioner of services.

We strive to positively promote diversity and inclusion across the delivery of services and within our workforce. We want everyone at work, regardless of their background, identity or circumstances to have a sense of belonging to the organisation. We want all employees to feel valued, accepted and supported to succeed at work and reach their full potential. Our Diversity and Inclusion Strategy is available on the internal intranet or from your line manager.

## Work Base

Although you will be based at one library, you may be required to work on a timetabled basis at another library, for which travel expenses and time may be claimed under HCCs Business Travel and Subsistence Policy.

**Timetable**

This post will work at weekends. A provisional timetable worked on a weekly rota will be provided. Please note that it will be subject to change to provide adequate staffing during opening hours. 30 minutes (unpaid) is given for lunch, and also short tea breaks (paid) as appropriate.

**Development of Self**

As an organisation we want all our staff to fulfil their potential. As an employee we expect you to take responsibility for developing within your role, using your annual Personal Development Plan, by for example, attending training courses and completing e-learning training modules

**Health and Safety**

It will be the duty of every employee while at work to take reasonable care for the Health and safety of themselves and of other persons who may be affected by their acts or omissions at work.

**Additional Information: Code of Practice on the English Language Requirements for Public Sector Workers**

Public Authorities must ensure that all members of staff in customer facing roles, whatever their nationality or origins, are able to communicate the English language fluently with the general public, verbally and in written format (access needs will be met for those with a disability)