

Northumberland County Council
JOB DESCRIPTION

Post Title:	Library Assistant	Director/Service/Sector: Place – Culture ,Leisure & Tourism		Office Use
Band:	3	Workplace: Schools Library Service		JE ref: 1481
Responsible to: Library Supervisor, SLS		Date: May 2010	Manager Lever: N/A	HRMS ref:
Job Purpose: To contribute to a high quality service to library customers, working as part of an enthusiastic and motivated team.				
Resources		Staff		
		Finance	Ensuring cash, credit/debit card payments and invoices are correctly attributed to accounts and services.	
		Physical	Ensuring any data is input and maintained accurately. Careful use of allocated tools, equipment and facilities.	
		Clients	Council employees, schools, members of the public, public, private and voluntary sector organisations	
Duties and key result areas:				
1. To represent the library service in day-to-day contacts with customers of all ages, in a friendly and efficient manner, presenting a positive image of the service.				
2. To work unsupervised in schools to help them improve their school libraries through stock revision, cataloguing and classifying, using the schools' automated library management systems, identifying stock needs, and instructing and training parents & staff.				
3. To assist with the smooth and efficient daily operation of library frontline and support services, in particular selecting large loan collections of books & other resources to suit schools' specialised requirements.				
4. To be familiar with the stock, its organisation and presentation in order to assist and encourage customers to use library facilities and services.				
5. To provide quality services that comply with customers want and need and act on feedback received. To work with and assist customers to achieve their needs. To feedback to manager as necessary.				
6. To participate/deliver in Reader Development and library promotional activities, for both adults and children, as required.				
7. To assist with the fulfilment of stock management processes including overdues, requests, stock presentation, stock revision, and the ordering, receipt and preparation of new stock.				
8. To participate in the resolution of customer enquiries in a variety of ways, either in person, telephone or electronic means, being proactive in ensuring the information being used is accurate				
9. To use IT skills, such as opening e mails, printing, storing and retrieving information, basic trouble-shooting, researching information on the Internet, and working in schools with their differing automated library management systems.				
10. To assist with the general administrative and clerical routines which includes procedures for handling cash transactions and banking income.				
11. To maintain appropriate records, databases and statistics, as required.				
12. To undertake relief duties at other libraries (SLS), as required.				
13. To take reasonable care for own health and safety, for that of library customers and for other persons who may be affected by ones actions and omissions at work.				
14. To participate in the identification of personal training and development needs and to make full use of training and development opportunities.				

15. To ensure the building is secure and any maintenance issues reported, including when no Library Supervisor on duty.	
16. The duties and responsibilities highlighted in this Job Description are indicative and may vary over time. Post holders are expected to undertake other duties and responsibilities relevant to the nature, level and extent of the post and the grade has been established on this basis.	
Work Arrangements	
Transport requirements:	Some travel to & from schools may be required.
Working patterns:	Saturday and evening working may be required.
Working conditions:	Predominantly Office based with some work in schools

Northumberland County Council
PERSON SPECIFICATION

Post Title: Library Assistant		Director/Service/Sector: Place Group – Leisure, Culture and Tourism.	Ref: 1481
Essential		Desirable	Assess by
Knowledge and Qualifications			
☐ A sound working knowledge of the procedural and practical issues relating to library services ☐ An awareness of the services provided by libraries. ☐ Knowledge of and enthusiasm for children's books and reading.. ☐ Detailed knowledge of the curriculum		☐ A minimum of 2 GCSE (A-C grade or equivalent) including English Language or Literature, or GNVQ Level 2 in a related subject. ☐ ECDL, or equivalent ☐ To have used school or public libraries on a regular basis.	Application A, B Sight of original certificates A, B Interview
Experience			
☐ Working face-to-face with the general public.		☐ Experience of working in a library. ☐ Preparing displays and using information sources.	Testing B Application A, B C, D, E, F, G Reference A, B Interview
Skills and competencies			
☐ ICT literate ☐ Administration skills - ability to input, extract, interpret and record information from manual and computerised information sources ☐ Communicates well, both orally and in writing and work directly with a demanding public. ☐ Relate effectively to a wide range of people, including teachers, children & those with disabilities.. ☐ Ability to ensure tasks are completed to time and standard ☐ Able to work methodically ☐ Skills in language, arithmetic and filing. ☐ Ability to assess reading ages of books to Key stage level ☐ Work as part of a team.		☐ Negotiation skills ☐ Excellent interpersonal skills and ability to communicate with a variety of people both face to face and on the telephone	Application A Interview B, C, D, E, F Testing A Interview
Physical, mental and emotional demands			
☐ Proactive approach to problem solving and customer care ☐ Ability to work calmly and accurately under pressure ☐ Ability to work in a business setting where actions & words can impact on the take-up or otherwise of the service, & directly influence income generated. ☐ Ability to manually handle large quantities of resources at a time ☐ Ability to work without supervision away from base (i.e. in schools) where professional paying customers have expectations of certain knowledge & standards			
Motivation			
☐ Dependable, reliable and good time keeper. ☐ Commitment to provision of high quality customer care.			Application

☐ Willingness to adapt to changes and developments & to undertake appropriate training.		Interview: A, B, C, D, E. F
Other		
☐ Flexible working as determined by the requirements of the service. Saturday and evening working may be required. ☐ Ability to meet the transport requirements of the post. ☐ Ability to work at other service points as required.		Interview A, B