

# Job Description and Person Specification

## ASSISTANT LIBRARIAN

A Lambeth to be proud of



**Job Title:** Assistant Librarian

**Division:** Community Services

**Business Unit:** Libraries and Archives

**Grade:** Sc5

**Reports to:** Library Manager

**Responsible for:** Volunteers,  
Weekend Library Assistants (Weekend Assistant Librarians only)

## Context

This customer facing post sits within the Libraries & Archives Services in the Growth and Environment Directorate. Its focus is to deliver an excellent customer service and act as the public face of the Council. Public library services have a statutory duty to provide a comprehensive and efficient library service for all those who live, work or study in the area. In providing this service, councils must, among other things, encourage both adults and children to make full use of the library service. Libraries are also recognised as valuable assets which reach into communities, providing community and civic spaces. Through skilled client facing staff, the service is able to deliver a universal offer and add value to those who may be vulnerable, socially isolated and lacking in educational and social support opportunities. In a period of austerity, the service also looks at income generation opportunities so it can prioritise the retention of customer facing services.

## Job Purpose

To welcome and assist the public, in a friendly, polite and helpful way in their use of the library and the services it offers and to work cooperatively with the community to provide a high-quality library service.

## Responsibilities

1. To assist in the delivery of a high-quality library service in keeping with Lambeth's policies and standards
2. To be proactive in helping and guiding the public, floor-walking, encouraging membership of the library service, enrolling new customers and updating existing records as appropriate. Where self- service machines are installed, promoting their use, including instructing in the use of the machines and helping with problems.
3. To support the Librarian by delivering child and adult reader development activities associated with improved outcomes such as learning, health, employment and online skills by participating in events and activities, promoting them and collecting evidence and case studies to measure impact of work in this area.
4. To support community groups using the library and assist in delivering the service along cooperative principles with the local community and library members: ensuring the views and ideas of Friends of the Library, other community groups and library members are

recorded and dealt with, taking and managing bookings for groups following set procedures; working with groups to put on activities and events together and developing ways of cooperative working

5. To assist customers in their use of libraries and library materials
6. To work to provide a high standard of stock at all times, including:
  - shelving relevant stock accurately and speedily
  - carrying out stock-work as directed by the Librarian
  - Undertaking and overseeing that physically damaged, superseded or otherwise unsuitable library materials are removed off the shelves, within weeding guidelines.
  - creating and maintaining good presentation, selecting appropriate impulse items for display to promote stock use and boost issues
  - carrying out quality inspections and reporting or putting right any issues
  - being responsible for an area of stock within an agreed plan and managing a budget to cover this
  - undertaking and overseeing the receiving of new books – unpacking boxes, checking invoices, adding stock to on the Library Management System, entering additional information and ensuring the catalogue is correct and invoices are passed within 30 days of receipt
7. To take charge of the building and staffing if the most senior member of staff on site and in other buildings if on relief, including being a key holder, opening and closing the library; securing Council property and cash and taking responsibility for the money as required.
8. To organise and assist in the moving of furniture, equipment and stock.
9. To manage library volunteers including,
  - daily management and supervision, providing support to help them develop in their role
  - recruiting and interviewing volunteers
  - induction, coaching and addressing training needs
  - keeping accurate records and effective review of work
  - resolving any issues arising from day-to-day work
10. To line manage Weekend Assistants (only relevant for Assistant Librarian whose core hours are Sundays or Saturdays)
11. To promote income generation
12. To help to ensure good standards of building tidiness, cleanliness, and health and safety for library customers and staff
13. To help ensure that the Council's Library byelaws and regulations, policies and instructions are complied with
14. To carry out accurate record keeping and administrative returns including financial procedures

15. To be responsible for maintaining a good customer-facing service – staffing, equipment, building safety and reporting any issues to the Library Manager or Librarian. To include
  - training Library Assistants, Weekend Library Assistants and volunteers as required
  - co-ordinating and overseeing staff including delegating tasks when senior on duty
  - writing and amending daily time sheets to get an effective level of staff coverage
  - dealing with staff relief requests – both receiving and giving
  - ordering and maintaining supplies of stationery, equipment and other stores
  - participating in the collection and reporting of data on stock, performance and customers
  - reporting faulty equipment and building repairs and overseeing contractors who come to repair the faults
16. To use a cash register and card payment as part of daily work and count and reconcile cash on a regular basis and be responsible for the safe key and cash as required
17. To raise orders and make purchases using a procurement card as directed by senior staff.
18. To undertake any required training and development for the role and to keep up to date with work emails and staff briefings
19. To contribute to site planning and other areas of service planning as required to achieve targets and Council outcomes
20. To undertake these duties in any Lambeth library as required
21. To act in accordance with, and actively promote, Lambeth policies and standards.
22. To undertake any other duties commensurate with the post's level of responsibility.

## PERSON SPECIFICATION

### Assistant Librarian

<p>It is essential that in you can meet the following requirements for the role and be able to give evidence or examples of your proven experience in each of the short-listing criteria marked Application (A).</p> <p>You should expect that all areas listed below will be assessed as part of the interview and assessment process should you be shortlisted.</p> <p>If you are applying under the Disability Confident scheme, you will need to give evidence or examples of your proven experience in the areas marked with "Ticks" (✓) on the person specification when you complete the application form.</p>			<b>Shortlisting Criteria</b>
<p><b><i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i></b></p>			
<b>Key Knowledge</b>	K1	Excellent customer and communication skills	✓A
	K2	Good literacy and numeracy skills	✓A
	K3	Good IT skills including using IT to find information	✓A
	K4	Good knowledge of authors and books so able to help readers	✓A
<b>Relevant Experience</b>	E1	Working with the public	✓A
	E2	Work in a library or bookshop (desirable)	
<b>Special Requirement</b>	SR1	Able to cope with the physical demands of the job (lifting, moving furniture, moving around the library to help library customers access materials and services)	
<b>Qualification</b>		5 GCSEs or equivalent	✓A

<b>Core Values and Behaviours</b>		<p><b>Equity</b></p> <ul style="list-style-type: none"> <li>• Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter.</li> <li>• Ensure fairness and justice is at the heart of my decision making and support to my team and others.</li> <li>• Take time to build trust, building the respect of our stakeholders and ensuring as a team we take accountability for doing what we agree to do.</li> <li>• Develop others and ensure we work as <b>one team for Lambeth</b>, encouraging everyone to play their part</li> <li>• Take positive action to ensure <b>everyone</b> in my team has opportunities to <b>learn and grow</b> at work</li> <li>• Encourage everyone to <b>be themselves</b> at work and value who they are</li> <li>• I am inclusive and actively <b>celebrate diversity</b>, recognising everyone in my team as individuals.</li> </ul>	
		<p><b>Kindness</b></p> <ul style="list-style-type: none"> <li>• Treat each member of my team with <b>respect and dignity</b> just as I would want for myself.</li> <li>• <b>Encourage</b> each member of my team to do their very best work and am available to them to provide support and guidance.</li> <li>• Personalise my support to each team members and look out for them, lending a hand wherever I can</li> <li>• Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together</li> <li>• Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard</li> <li>• Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals.</li> <li>• Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth.</li> <li>• Look after the health and wellbeing of my team members and encourage open and regular discussions about the issues that impact on them, working together to find solutions.</li> </ul>	
		<p><b>Accountability</b></p> <ul style="list-style-type: none"> <li>• I encourage and support my team to do the right thing even when it's tough and we communicate our decisions in a timely way</li> <li>• I ensure my team and employees take individual and collective accountability for performance and</li> </ul>	

		<p>delivery, making sure that they have clear plans and performance objectives.</p> <ul style="list-style-type: none"> <li>• I ensure my team plan ahead, getting the basics right and take swift action when problems arise</li> <li>• I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others.</li> <li>• I provide regular, timely and constructive feedback to my team members on their performance and behaviours and act quickly when performance is not on track.</li> <li>• I share my learning, knowledge and skills with others thorough coaching and mentoring and encourage others to do the same.</li> <li>• I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do.</li> <li>• I encourage my team to learn and grow and ask questions to find the information they need to do their jobs</li> </ul>	
		<p><b>Ambition</b></p> <ul style="list-style-type: none"> <li>• Am proud of our borough and my team and encourage everyone in the team to aim for the highest possible standards of excellence in everything we do.</li> <li>• Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved.</li> <li>• Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together</li> <li>• Encourage and support my team to be courageous for our residents and communities and stop at nothing to ensure they have the best possible outcomes</li> <li>• I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities.</li> <li>• Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries.</li> <li>• Make time for my team to grow and develop taking advantage of opportunities to learn from each other and others. We plan our learning and career growth.</li> </ul>	