

Job Description and Person Specification

WEEKEND LIBRARY ASSISTANT

A Lambeth to be proud of



Job Title: Weekend Library Assistant

Grade: Scale 4

Division: Community Services

Business Unit: Libraries & Archives

Reports to: Librarian / Assistant Librarian

Responsible for:

Context

The client facing post sits within the Libraries & Archives Services of the Growth and Environment Directorate and is focused on delivering an excellent customer service and act as the 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 will also be looking at income generation opportunities and prioritising the retention of client facing resources.

Job Purpose

To welcome and assist all members of the public, in a friendly, polite and helpful way, in their use of the library and the services it offers, and to work cooperatively to provide a high-quality library service and promote excellence in line with service standards in the interest of local communities.

Responsibilities

1. To assist in the delivery of a high-quality library service in keeping with Lambeth's policies, standards and local compacts
2. To act as a welcoming first point of contact for the public, providing them with a friendly, courteous and helpful service and actively supporting them in enrolment, use of libraries and library materials and the range of services on offer
3. To be proactive in helping the public, floor walking, helping with enquiries and guiding people. Where self-service machines are installed promoting their use, including instructing in the use of the machines and helping with problems

4. To perform clerical and routine library tasks accurately e.g. recording data or entering and updating customer records, taking, recording and checking reservations
5. To assist in library events and activities
6. To re-shelve returned stock accurately and speedily as required, promoting it through good presentation by selecting appropriate items for display
7. To assist customers e.g. helping them use public PCs, access Wi-Fi etc, print or save documents; make computer bookings and help customers self-book
8. To undertake library procedures on the Library Management System and use photocopiers (multi-functional devices) and other equipment to assist library users and for office tasks
9. To answer simple enquiries, using search skills to find reliable information online and handing over more complex enquiries to the senior on duty
10. To support community groups using the library and assist in delivering the service along cooperative principles with the local community and library members
11. To move items of equipment and stock: e.g. chairs for reading groups, meetings and group visits or moving books and other library materials for changes in library layout
12. To improve income generation: making customers aware of charged-for services; collecting fees and charges; taking cash and giving receipts using the till or credit card machine
13. To help to maintain good standards of tidiness, cleanliness, and health and safety for library customers and staff: picking up litter in the library; keeping the library tidy; pointing out health and safety hazards
14. To help ensure that the Council's Libraries byelaws and regulations, policies and instructions are complied with and helping senior staff to deal with customers who offend against the byelaws (e.g. in behaviour or cleanliness)
15. To undertake any required training and development for the role and to keep up to date with work emails and staff briefings. This may include by prior arrangement some hours worked during the week to attend training courses or meetings
16. To contribute to the service achieving targets and Council outcomes
17. To undertake these duties in any Lambeth library if required

18. To undertake any other appropriate duties, which are consistent with the general level of responsibility of this post as required
19. To undertake these duties in any Lambeth library as required
20. To act in accordance with and actively promote Lambeth policies and standards.
21. To undertake any other duties commensurate with the post's level of responsibility.

PERSON SPECIFICATION

Weekend Library Assistant Scale 4

<p>It is essential that in your written supporting statement you 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 two ticks scheme, you will need to give evidence or examples of your proven experience in the areas marked with a "Tick" (✓) on the person specification when you complete the application form.</p>			Shortlisting Criteria
<i>For link/career graded post, please mark knowledge, experience, and behaviours clearly for each grade.</i>			
Key Knowledge	K1	Good literacy and numeracy skills	✓A
	K2	Interest in books so able to help readers	✓A
	K3	Good IT skills including using IT to find information	✓A
	K4	Excellent customer and communication skills	✓A
Special Requirement	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)	
Relevant Experience	E1	Working with the public, in a paid position or as a volunteer	✓A

<p>Core Values and Behaviours</p>		<p>Equity</p> <ul style="list-style-type: none"> • Listen to the views of others and ask for their opinions making sure that everyone in my team inputs into the things that matter. • Ensure fairness and justice is at the heart of my decision making and support to my team and others. • 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. • Develop others and ensure we work as one team for Lambeth, encouraging everyone to play their part • Take positive action to ensure everyone in my team has opportunities to learn and grow at work • Encourage everyone to be themselves at work and value who they are • I am inclusive and actively celebrate diversity, recognising everyone in my team as individuals. 	
		<p>Kindness</p> <ul style="list-style-type: none"> • Treat each member of my team with respect and dignity just as I would want for myself. • Encourage each member of my team to do their very best work and am available to them to provide support and guidance. • Personalise my support to each team members and look out for them, lending a hand wherever I can • Encourage everyone to try and learn from mistakes and use integrity to take action with my team to put things right together • Work with empathy seeking to understand each and every member of team, their unique perspective and circumstances and ensure everyone is heard • Take the time to communicate, being honest, open and genuine and taking the time to get to know team members as individuals. • Show compassion and patience recognising that everyone in the team has unique experience and celebrating the great work they do for Lambeth. • 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. • 	

		<p>Accountability</p> <ul style="list-style-type: none"> • 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 • I ensure my team and employees take individual and collective accountability for performance and delivery, making sure that they have clear plans and performance objectives. • I ensure my team plan ahead, getting the basics right and take swift action when problems arise • I encourage my team to be risk aware and ensuring that our decisions and actions are informed and understood and communicated to others. • 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. • I share my learning, knowledge and skills with others through coaching and mentoring and encourage others to do the same. • I ensure that my team and I put residents, communities, customers and their needs at the centre of everything we do. • I encourage my team to learn and grow and ask questions to find the information they need to do their jobs 	
		<p>Ambition</p> <ul style="list-style-type: none"> • 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. • Encourage my team to be flexible and try new things when it's appropriate to do so and tell me what could be improved. • Promote a one team for Lambeth approach reaching out to our stakeholders to face our challenges together • 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 • I make time for the team to Innovate and look for creative ways to do things better, being curious about possibilities. • Positively challenge and encourage the team to collaborate and look for solutions together across service and team boundaries. • 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. 	