



South Tyneside Council

BUSINESS AND RESOURCES

JOB DESCRIPTION

POST TITLE: Library and Information Assistant (The Word)

GRADE: Band 4

RESPONSIBLE TO: Community Librarian/Senior Library and Information Assistants

Overall Objectives of the Post:

To assist with the delivery of an exceptional library and information offer.

Key Tasks of the Post:

1. *You will be responsible for providing an exceptional front line library offer. You will:*

- Under the direction of the Community Librarian/Senior Library and Information Assistants, contribute to the effective and efficient day to day running of the service adhering to all relevant policies, procedures and guidelines.
- Work collaboratively with all staff located in the library to ensure continuity of service delivery.
- Deliver exceptional levels of customer care as per service standards.
- Assist with the issuing of stock and the shelving of return items.
- Assist with the cataloguing and processing of library materials.
- Collect fines and charges associated with the loan, loss or damage of stock.
- Register and amend library membership records as per agreed procedures.
- Ensure all stock is attractively displayed.
- Deal with information enquiries in an efficient manner.
- Actively advise and assist the public in the use of ICT facilities across the building including copiers and printers.
- Participate in activities sessions and events, as and when required.
- Assist with the organisation and delivery of exhibitions/displays.
- Collect and collate all relevant service usage data.
- Assist with room set ups as required.
- Ensure exceptional levels of cleanliness throughout the building reporting any issues to senior staff.
- Deal with issues of customers behaving in an inappropriate manner in consultation with the Senior Library and Information Assistant.
- Assist the Senior Library and Information Assistant with cash procedures including issuing of floats and reconciliation of income.

- Report any building defects/faults to the Senior Library and Information Assistant in a timely manner.
- Assist the Senior Library and Information Assistant with the effective management of health and safety throughout the building.
- As and when required, provide the public with details of facilities within the building that are available for hire.
- Assist with library user surveys, as required.
- Assist with general administrative duties associated with the library function.
- Take part in training as identified via the Employee Performance Management Framework.
- Embrace the vision of every customer contact being a health improvement contact and sign post customers and visitors to lifestyle change opportunities.
- Assist the Senior Library and Information Assistant with the securing of the building at the end of operational hours.
- Work at other library facilities across the Borough, as and when required.

All employees have a responsibility to undertake training and development as required. They also have a responsibility to assist, where appropriate and necessary, with the training and development of fellow employees.

All employees have a responsibility of care for their own and others' health and safety.

The above list is not exhaustive and other duties may be attached to the post from time to time. Variation may also occur to the duties and responsibilities without changing the general character of the post.

Reference: JR/KDS

Date: 30/09/2019