

# Newcastle City Council

## Job Description



**Post Title:** Library and Information Officer DD118

**Evaluation:** 502 Points **Grade:** N6

**Responsible to:** Service Unit Manager

**Responsible for:** Library and Information Assistants

**Job Purpose:** To support the provision and development of high quality, customer focused library and information services in a Service Unit or Service Team.

Responsible for ensuring that library and information services provided are anti-discriminating, accessible and socially inclusive.

**Main Duties:** The following is typical of the duties the postholder will be expected to perform. It is not necessarily exhaustive and other duties of a similar nature and level may be required from time to time.

1. To work with customers and local communities in order to deliver appropriate and effective services in a service unit.
2. To carry through a programme of professional work agreed with senior management and meeting set targets.
3. To support the day to day management of the service unit including staff deployment and the allocation of resources.
4. To help ensure that staff within the service unit carry out their duties effectively and to the benefit of customers.
5. To support staff training and development within the service unit with special focus on customer service.
6. To support and assist in system wide schemes and service unit initiatives which market the awareness of services and promote their use, significantly including reader development.
7. To participate in task groups, project teams and partnership arrangements as appropriate.
8. To support the effective selection of library materials for the service unit using the stock management process.
9. To provide professional input to resolving enquiries, requests and complaints from customers.

10. To support the development of public access Information Communications technology in the Library service and to help the city council deliver its e-agenda.
11. To work with other Directorates and external agencies and to represent Newcastle Libraries as appropriate.
12. To ensure the implementation, development, monitoring and evaluation of anti-discriminatory policies and practises within the area of responsibility.
13. To promote and implement the Council's Equality Policy in all aspects of employment and service delivery.