Stockton-on-Tees BOROUGH COUNCIL	**JOB DESCRIPTION**
Directorate: **Neighbourhoods**	**Service Area:** **Culture, Customer Service, Libraries and Events**
JOB TITLE: Library and Information Assistant - Casual	
GRADE: D	
REPORTING TO: Librarian	

1.	**JOB** • To assist in the day to day running of the Library Service, supporting the delivery of a wide range of agendas which place the library service at the heart of our communities. • To support the delivery of outreach activities, promoting the Library service wherever possible.	
2.	**MAIN RESPONSIBILITIES AND REQUIREMENTS**	
	1.	To undertake a range of duties associated with the delivery of the library service e.g. issuing/receipting of stock, undertaking repairs, enrolling new members, dealing with enquiries for information, tidying library areas, local history enquiries.
	2.	To engage with users about books and literature dealing with enquiries and offer suggestions when required.
	3.	To assist in delivering events organised by the Library Service and partners promoting the Library service to communities across the borough, e.g. class visits, parents' evenings, festivals, social groups, and health sessions.
	4.	To offer information, advice and guidance using a variety of resources available, assisting with research such as family/local history when required.
	5.	To have a knowledge of the key agendas that the library service is working towards and participating in any service delivery changes/ events that are part of these agendas, e.g. Health, Reading, Digital, Information and Bookstart.
	6.	To have knowledge of ICT, utilising this knowledge to deal with enquiries and deliver short IT courses to the users of the service e.g. Ancestry.com, setting up an e-mail account, homework sessions, job seeking and business support sessions.

	7.	To deal with complaints/commendations in the first instance seeking advice from a senior staff member when necessary, adhering to the corporate system.
	8.	To work within agreed quality and innovation standards.
	9.	To handle cash where required and assist in carrying out financial routines e.g. counting of daily takings, carrying out banking in accordance with Council Procedures.
	10	To undertake any training that is deemed necessary to meet the duties and responsibilities of the post via internal/external providers, e.g. Libraries Connected Digital Information Skills.
	11	To participate in the training of new staff and works experience pupils.
	12	To cover in the absence of senior staff where required and carry out duties such as opening and closing of buildings, working with casual staff, reporting repairs.
	13	To keep updated the performances figures and provide information in relation to such figures when requested by the Library Management Team.
	14	To work as required in any library or department of the library service.
	15	To assist in the training and development of staff and to undertake such personal training as may be deemed necessary to meet the duties and responsibilities of the post
	16	To undertake such other duties and responsibilities commensurate with the grading and nature of the post.

GENERAL

3.

Job Evaluation - This job description has been compiled to inform and evaluate the grade using the NJC Job Evaluation scheme as adopted by Stockton Council.

Other Duties - The duties and responsibilities in this job description are not exhaustive. The post holder may be required to undertake other duties from time to time within the general scope of the post. Any such duties should not substantially change the general character of the post. Duties and responsibilities outside of the general scope of this grade of post will be with the consent of the post holder.

The Council's Values, Behaviours and Code of Conduct - The post holder is required to carry out the duties in accordance with the Council's Values and Behaviours, our code of conduct, professional standards and promote equality and diversity in the workplace.

Corporate Parenting - As Corporate Parents, we have the same ambition and high aspirations for all children in our care and care experienced young people: that Stockton-on-Tees is a great place to grow up, where children and young people are protected from harm and supported to be the best they can be in life.

Personal Development – As defined by the Council's Culture Statement, all employees will take responsibility for their own development

Customer Services – The post holder is required to ensure that all customers both internal and external, receive a consistently high quality level of service, commensurate to the standards required by Stockton on Tees Borough Council.

Policies and Procedures – The post holder is required to adhere to all Council Policies and Procedures.

Health and Safety – The post holder has a responsibility for their own health and safety and is required to carry out the duties in accordance with the Council Health and Safety policies and procedures.

Safeguarding – All employees need to be aware of the possible abuse of children and vulnerable adults and if you are concerned you need to follow the Stockton Council's Safeguarding Policy. In addition employees working with children and vulnerable adults have a responsibility to safeguard and promote the welfare of children and vulnerable adults during the course of their work.

	Name:	Signature:	Date
Job Description written by: (Manager)			
Job Description agreed by: (Post holder)	……..……	……..……	……..….

Job Description dated xx 2018

This document was classified as: OFFICIAL

Stockton-on-Tees BOROUGH COUNCIL

PERSON SPECIFICATION

Job Title/Grade	**Library and Information Assistant**	**D**
Directorate / Service Area	**Neighbourhoods**	**Culture, Customer Service, Libraries and Events**
Post Ref:		

	ESSENTIAL	**DESIRABLE**	**MEANS OF ASSESSMENT**
Qualification	• 4 GCSE's Grades A-C or equivalent, including Maths and English • ECDL or equivalent ICT qualification	• Relevant NVQ	Application form
Skills	• Methodical and Organised • Flexible and Adaptable • Ability to work on own initiative and as part of a team • Keyboard/Computer Skills • Ability to relate to and deliver activities to a range of people from diverse backgrounds • Research Skills • ICT Skills • Excellent interpersonal skills	• Ability to work with specific client groups, e.g. children, teenagers	Application/Interview

Experience/Knowledge	• Previous Library work or substantial experience of working with the public • Awareness of what the library service currently provides for customers • Knowledge of books	• Knowledge of electronic processes • Knowledge of cashing up procedures	Application/Interview
Specific behaviours relevant to the post	• Interest in reading • Show tolerance to others/non judgemental • Outgoing/friendly • Look for ways to enhance the delivery of the service and work with the team to achieve this. • Receptive and responsive to change • Dynamic, flexible and adaptable • Enthusiastic and committed		Application / Interview
Other requirements			

Person Specification dated 2018

Stockton-on-Tees BOROUGH COUNCIL	**KNOWN RISKS FOR THIS ROLE**
DIRECTORATE: **Neighbourhoods**	**SERVICE AREA:** **Culture, Customer Service, Libraries and Events**
JOB TITLE: Casual Library and Information Assistant	
GRADE: D	
JOB LOCATION / BUILDING: All Library sites	
REPORTING TO: Lucie Lightfoot	

The following are the known risks for this role as identified through a Risk Assessment. More than one risk may apply. Where there are no known risks, this will be indicated.

Known Risks - which require Baseline Health Surveillance Screening before or at start of employment and ongoing health surveillance with Occupational Health

Known Risk	Yes	No
Noise: Employee Is likely to be regularly exposed to noise above the exposure action level. (Daily or weekly exposure of 85dB)		x
Vibration: Employee will be exposed to vibration above the daily Exposure Action Value (EAV) of 2.5m/s2 A(8) 9		x
Respiratory: Employee will be exposed to Hazardous Substances such as machine generated wood dust, mineral dust, solder flux, glues, resins, cutting oils, latex. (Those working with respiratory/skin irritants or sensitizers as defined by COSHH)		x

Known Risks which require a Medical Assessment with Occupational Health prior to starting employment and ongoing assessment during employment.

Known Risk	Yes	No
HGV/LGV/Fork Lift Truck/Passenger Carrying Vehicle/Minibus (Group 2) Licence Drivers: Employee will be required to drive an HGV/LGV/FLT/PCV/Minibus.		x
Asbestos: Employee likely to be exposed to asbestos. Work with asbestos' includes: o Work which removes, repairs, or disturbs asbestos o Ancillary work (work associated with the main work of repair, including maintenance work on equipment) o Supervisory Work (work involving direct supervision over those removing, repairing, or disturbing asbestos)		x

Known Risk	Yes	No
Lead: Employee likely to be exposed to lead or lead based products (handling, processing, repairing, maintenance, storage, disposal) The lead must also be in a form in which it is likely to be: ○ Inhaled, e.g., lead dust, fume or vapour. ○ Ingested, e.g., lead powder, dust, paint or paste; or ○ Absorbed through the skin, e.g., lead alkyls or lead naphthenate. The regulations do not apply to work with materials or substances containing lead where, because of the nature of the work, lead cannot be inhaled, ingested, or absorbed.		**x**
Confined Spaces - Safety Critical: Employee will be required to work in a **confined space** where specialist equipment or breathing apparatus is needed.		**x**
Working at Heights - Safety Critical: Employee will be required to work **at a height**.		**x**
Blood-borne viruses: Employee is at risk of exposure to Blood-borne viruses e.g., needle stick injury, human bite, contact with human blood or other bodily fluids and sewerage.		**x**

Other Known Risks

Known Risk	Yes	No
Council Vehicles or transport that does not require a Group 2 licence: Employee will be required to **drive a Council vehicle** or **regularly transport** service users/clients/pupils in their own vehicle as part of normal duties.		**x**
Food Handlers: Employee will be preparing and handling food *Food Handlers Questionnaire to be completed and sent to Occupational Health*		**x**
Night Workers: Employee will be regularly working at night *Optional Night Worker Questionnaire available*		**x**
Lone Working (including Home Working): Employee will be required to work alone.		**x**
DSE Users: Employee will be required to use Display Screen Equipment (DSE) ***DSE Training and assessment should be completed on commencement – arranged by manager***	**x**	
Any Other: Please identify any other known risks associated with this job role. **Occasional ASB** **Manual Handling – bending, lifting boxes and books, twisting. Furniture repositioning when activities/ events being delivered** **Standing**		

As the manager of this post, I declare that the details above are an accurate reflection of the risks associated with the post.

Signature of Manager: Deb McDonagh Date 24/9/2026

For any queries related to this form, please refer to the Known Risk Managers Explanatory Notes, or email the Occupational Health Department: Occupational.Health@stockton.gov.uk