



<b>Job description</b>	
<b>Job title</b>	Library Assistant
<b>Grade</b>	Pay Band D / SCP 5-6
<b>Directorate</b>	Resources
<b>Section/team</b>	Library Service
<b>Accountable to</b>	Nominated Librarian
<b>Responsible for</b>	N/A
<b>Date reviewed</b>	05/07/16

### **Purpose of the Job**

- **To work as a member of Knowsley Library Service to provide quality reading, learning and information services.**
- **To Promote the Library and its activities as a resource for the whole community.**

**Reporting to the appropriate line manager, the post holder will be engaged in a wide variety of tasks involving delivering services to customers, promoting reading, locating information and supporting learning.**

### **Duties and Responsibilities**

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Provide first line help for customers to access books, reading, learning, information and digital technology.
2. Encourage and develop positive relationships with customers and provide a high level of customer service to meet their needs.
3. Have a good knowledge of library stock and resources in order to deal with requests, enquiries and to promote stock to customers.
4. Assist with work on the maintenance, presentation and promotion of library stock.
5. Participate in, and assist with, the provision of community engagement activities, such as readers and learners groups.
6. Engage with children and young people and assist with children's activities, including story times and class visits.
7. Support customers in evaluating information including currency, relevancy and accuracy.



8. Support library customers in the use of computer software applications and hardware including the use of the internet and online resources.
9. Select and prepare resources for home delivery rounds.
10. Operate all library procedures and processes, including the handling of money.
11. Assist with customer comments and complaints promptly and courteously.
12. Data input, clerical and administrative duties.
13. In the absence of a senior member of staff, take responsibility for the day-to-day organisation of a service point. This may include the potential requirement to lock and unlock buildings, however where practical other relevant or more senior staff will usually carry out this duty.
14. Participate in monitoring and evaluation of library service resources and usage.
15. Work the rota hours required to maintain library opening hours.
16. Practice and promote fair and equal treatment of staff and customers throughout the course of performing all duties contained within this job description.
17. Act within Council and Service Policies, Standing Orders and all current legislation.
18. Undertake such other duties as are commensurate with the grade of the post, as may be reasonably required at the initial place of work or at other locations in the Borough.

### Health and Safety

- To use equipment as instructed and trained
- To inform management of any health and safety issues which could place individuals in danger

### Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use policy and Data Protection Policy,
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

### Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.



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- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.