



Job description			
Job title	Library Assistant - Delivery		
Grade	D		
Directorate	Resources		
Service/team	Library Service		
Accountable to	Nominated Librarian		
Responsible for	Not Applicable		
JE Reference	A3854	Date Reviewed	Nov 2022

### Purpose of the Job

*To provide a high-quality, customer-focused library service to the public, to access and use library services confidently and effectively. Participate in supporting customers to access digital services, books and activities. Delivering services to customers, promoting reading, locating information and supporting learning you will be providing home delivery services to the community, and play a pivotal role in the distribution of Library resources to service points, schools and community settings.*

### Duties and Responsibilities

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

- Provide first line help for customers to access books, reading, learning, information, and digital technology.
- Distribute and circulate stock.
- Drive designated Council vehicles operated by the team.
- Load and unload delivery vehicles operated by the team.
- Encourage and develop positive relationships with customers and provide a high level of customer service to meet their needs.
- Have a good knowledge of library stock and resources and be able to deal with requests, enquiries and promoting stock to customers.
- Assist with work on maintenance, presentation, and promotion of stock in libraries, schools, and other community settings.
- Assist with the selection of stock.
- Assist with the resource loan services.
- Assist in dealing with customer and supplier enquiries.



- Use the Library Service Acquisitions system to check orders, upload bibliographic records, create and amend catalogue details.
- Receive stock orders, pass for payment, and process invoices.
- Process and service all stock.
- Assist with the provision of community engagement activities and services.

### Knowsley Better Together – Staff Qualities



### Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

### Data Protection and Information Security

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