



Library Support Worker

Reports to:	Library and Outreach Manager or Library and Outreach Officer		
Department:	Resident Services	Grade:	Scale 3
DBS Status:	Yes	Politically restricted:	No
Job Purpose: To deliver the core frontline library service offer through customer queries, stock circulation tasks, support for activity facilitation, signposting and customer service.			
Values Collaborate proactively. Lead inclusively. Embrace change. Be bold and curious. Celebrate and share our success.			
Job specific roles and responsibilities Principal Accountabilities and Responsibilities: 1. To deliver frontline customer service duties including support with access to self service facilities, public computers and basic stock queries 2. To promote library membership and the library offer including events and services 3. To maintain the library premises and displays in a presentable and attractive manner 4. To use and promote use of online resources to support learning, reading and information services to customers 5. To support the facilitation of events and activities through signposting customers and assisting with set-up and stand down 6. To assist senior officers in the opening and closing procedures 7. To be familiar with the circulation of library material, premises issues, customer payment processes and any other appropriate routines. 8. To be proactive in reporting any faults or issues to senior officers 9. To work effectively as part of a team with other colleagues 10. Safeguarding is everyone's responsibility and all employees are required to act in such a way that at all times safeguards the health and wellbeing of children and vulnerable adults.			

11. Carry out duties with due regard to the Council's Customer Care, Equal Opportunities, Information Governance, Data Protection and Health and Safety policies and procedures.
12. Undertake any other duties commensurate with the general level of responsibility of this post.

Essential Requirements (key skills & qualifications)

Knowledge and Qualifications

- Knowledge of public library service delivery
- Current knowledge of books and other library resources available and of interest to different audiences including children, young people, adults, learners and those with additional needs

Experience

- Experience of providing public library services to customers from a range of ages and backgrounds, or equivalent Customer Service experience
- Experience of working as part of a team
- Experience of working with a diverse range of customers

Skills and Abilities

- Ability to work as part of a team and demonstrate good leadership skills
- Ability to provide a professional service to a wide range of customers
- Ability to communicate effectively, verbally and in writing, with staff, customers and stakeholders
- Ability to promote library services effectively
- Ability to use appropriate technology e.g. online references, search engines, library management system to help with customer searches and queries
- Understanding and commitment to service improvement, equality, diversity and inclusion
- Ability to demonstrate a personal commitment to high standards of public service, honesty and integrity and professionalism.
- Ability to cope with the demands and pressures of the post
- Ability to work at different locations around the borough
- Ability to work an unsocial hour including evenings and weekends

Budget Responsibility

Overall Headcount

Within reason these key deliverables may evolve to meet service need and it is expected that the postholder will be flexible and adaptable in their delivery to meet both service and council wide needs