



Stockport Council Job Description

Post Title: Library Assistant
Service Area: Libraries & Information Services
Directorate: Corporate & Support Services
Team: Libraries

Salary Grade: 4

Post Reports to: Team Librarian

Post Responsible for: Responsible for casual staff and Saturday Assistants in absence of Librarian (i.e. regularly, on weekly basis, due to long opening hours of service). Mobile & Home Library Service staff are responsible for volunteers.

Functional links with: Other Council services, partners (e.g. CAB, PCT, Age Concern), voluntary agencies and community groups, schools and nurseries

Main Purpose of the Job:

To provide excellent customer service to all users of the Library & Information Service, engaging with them pro-actively, and adding value to the customer experience in the Library Assistant roles of trained information handler, provider of support and coaching to computer users, pro-active reading advisor, and facilitator or leader of reading groups, events, activities, learning opportunities and outreach sessions - including work with children - and first point of contact for face-to-face access to Council services and to advice.

Library Assistants work a range of hours at Libraries across the borough.

Job activities: Summary of Responsibilities and Key Areas:

KEY AREAS

To assist in the delivery of the service's fourfold Commitment to the Stockport community, by:

1. providing accurate information (including information on Council services) and access to advice and other services
2. making a positive contribution to the cultural life of the community
3. supporting learners of all ages and abilities
4. ensuring access for all
5. clerical/administrative duties
6. other duties.

Resources: Cash, buildings, stock, ICT equipment in the absence of the Librarian, vehicles in the case of some posts (see 5b).

Job Activities

1. Provision of information and facilitation of access to advice and other services:

- a) To welcome all customer enquiries, assess individual wants/needs, and to supply information of all types on a wide range of topics in response to customer requests, in a confident, professional and helpful manner, by searching, evaluating, retrieving and matching appropriate online, other ICT, or paper-based resources to customer needs.
- b) To act as the first point of face-to-face contact with the Council in Stockport Direct Local Centres and other libraries, supplying answers to requests for information on Council and community services.
- c) To provide, in libraries designated as Children's Centres and in other libraries as required, information on services for children and families, including details of local children's centre arrangements.
- d) To provide housing information in partnership with Stockport Homes.
- e) To assist customers in accessing health information, and in booking appointments online at the hospital of their choice under the NHS 'Patient Choice' agenda.
- f) To assist customers in accessing information resources on a range of mental health issues, or

computerised cognitive behaviour therapy packages (CBT), in a sensitive and supportive manner, as part of the 'Self Health@Your Library' partnership with the PCT.

- g) To maintain knowledge of the full range of library and information resources and services, including knowledge of Council and other public services/agencies, and to organise and maintain systems to update them.
- h) Where customer enquiries cannot be satisfied directly or immediately, to signpost to another service or agency as appropriate.
- i) To assess situations where advice, rather than information, is needed by customers, and to refer to the in-house advice provider where present, or other agency as appropriate.
- j) To ensure a successful joint service provision of information and access to advice with other Stockport Direct colleagues, including Stockport Advice and Citizens Advice Bureau staff, through effective liaison and partnership working.
- k) To arrange, or provide directly, a number of Council or community services, including initial processing of Council Tax benefit applications (document scanning), disposal of bulky refuse, issue of Leisure Key, bowling permits, residents' parking permits, provision of hearing aid batteries, and access to some voluntary services.
- l) To help customers to access information resources for themselves by assisting them in the use of public access computers.

2. Positive contribution to the cultural life of the community:

- a) To maintain and share with colleagues and customers enthusiasm for and knowledge of reading, books and other library materials.
- b) To assist customers in their reading choices and literature searches.
- c) To assist in the maintenance of a high quality bookstock and its promotion and presentation to customers.
- d) Positively to promote library services, reading, heritage and culture to all users and non-users by leading, facilitating or assisting (on or off site) with the organisation and running of reading groups, writers' groups, and other imaginative events, activities and exhibitions, including audience generation
- e) To lead, facilitate or assist in the delivery of events and activities for children, e.g. baby days, storytime sessions, bounce & rhyme, Summer Reading Challenge.
- f) To assist in establishing/maintaining an attractive contemporary environment, reflecting a diversity of cultural experiences through the creation of relevant displays, posters and other materials.
- g) To welcome and assist all individuals and groups wishing to use the service as a community resource, e.g. as a formal or informal meeting place.
- h) To select library materials appropriate to the needs of Home Library Service users according to their individual profiles (*Home Library Service*).

3. Support for learners of all ages and abilities:

- a) To support, instruct and coach customers in using ICT services and systems, e.g. through taster sessions, 1-1 support, or PCs4U sessions for children.
- b) To provide solutions to customers' ICT applications problems.
- c) To assist customers in using other library equipment/reading aids.
- d) To support learners in accessing printed and electronic resources.
- e) To help customers make informed choices in relation to their learning needs, e.g. assist with study support, including assessment of skills/learning style and signposting to appropriate learning opportunities.
- f) To assist in arranging and hosting class visits to libraries from schools.
- g) To assist schoolchildren in finding ICT or printed resources to support their homework.
- h) To facilitate sessions and courses run by Continuing Education Service, Age Concern or other partners in libraries, using library ICT and other resources.
- i) To promote the Stockport Key to Learning, signposting customers to reciprocal access rights negotiated with local academic libraries, e.g. John Rylands University Library of Manchester.

4. Ensuring access for all:

- a) To develop and maintain knowledge of different cultures and the particular needs of diverse client groups.
- b) To use these skills to provide appropriate customer service and support in a sensitive manner to customers of different cultural backgrounds, those with sensory impairments or disabilities, and users with learning difficulties.
- c) To assist in overcoming social exclusion by encouraging all members of the community to make full use of the Library & Information Service.
- d) To participate in formal and informal customer consultation.
- e) To work flexibly to ensure adequate staffing to cover extended opening hours, including evenings

and Saturdays.

- f) To provide telephone services to customers on library and information related matters outside Contact Centre opening hours, and at other times as required when enquiries cannot be resolved from Contact Centre resources.

5. Clerical/administrative duties:

- a) To carry out clerical duties connected with membership, acquisition and receipt of stock, stock loans and readers' requests, including inter-library loans, using ICT or other systems.
- b) Where applicable (*e.g. Mobile and Home Library Service; Bibliographical Services Unit; early years projects*), to plan routes and schedules, drive vehicles and deliver materials to libraries, users' homes or other locations.
- c) To carry out a range of tasks to keep library resources (materials/equipment/environment/vehicles) in good order.
- d) To take bookings, process applications and compile records and statistics as required.
- e) To calculate and collect fees and charges for library and other Council services, keep accounts, cash up and bank income as required.
- f) To carry out other general clerical duties, e.g. photocopying, packing/unpacking and loading/unloading of library stock, post and other errands.

Other duties:

- a) To assist the Librarian in charge and take charge of the library or unit as required in her/his absence.
- b) To work at any library/unit/outreach site in the Borough, either to meet organisational/operational needs or to facilitate learning opportunities.
- c) To contribute to continuous service improvement, particularly via constructive participation in internal or external reviews, inspections or assessments, team/departmental/Directorate meetings, and working groups.
- d) To take responsibility, in partnership with the organisation, for own learning and development.
- e) To take responsibility, as required, for building/vehicle/stock/equipment security.
- f) To assist in training new staff, volunteers and casual assistants, and to support less experienced members of the staff team in their development.

Additional duties:

To work positively and inclusively with colleagues and customers so that the Council provides a workplace and delivers services that do not discriminate against people on the ground of their age, sexuality, religion or belief, race, gender or disabilities.

To fulfill personal requirements, where appropriate, with regard to Council policies and procedures, health, safety and welfare, customer care, emergency, evacuation, security and promotion of the Council's priorities.

To work flexibly in the interests of the service. This may include undertaking other duties provided that these are appropriate to the employee's background, skills and abilities. Where this occurs there will be consultation with the employee and any necessary personal development will be taken into account.



Stockport Council Competency Person Specification

Post Title:

The criteria listed below represent the most important skills, experience, technical expertise and qualifications needed for this job role.

Your application will be assessed against these criteria to determine whether or not you are shortlisted for interview. Any interview questions, or additional assessments (tests, presentations etc.) will be broadly based on the criteria below.

Competency	SCORE					Essential or Desirable
	0	1	2	3	4	
Experience of working in a customer service environment.						Desirable
Ability to develop & maintain knowledge of different cultures and the particular needs of diverse client groups						Essential
Ability to welcome customer enquiries assess individual wants / needs and to supply information of all types on a wide range of topics.						Essential
Ability to provide & maintain knowledge of the full range of Library & information resources and services						Essential
Ability to maintain and share enthusiasm for and knowledge of reading, books and other library materials						Essential
Ability to lead or facilitate the organisation and running of a variety of groups eg:- reading groups, writers' groups						Essential
Ability to lead, facilitate or assist in the delivery of events, activities and storytimes for children.						Essential
Confidence in supporting, instructing and coaching customers in using ICT services and systems						Essential
Ability to handle and defuse potentially awkward/difficult situations						Essential
Assist in establishing / maintaining an attractive contemporary environment						Essential
Ability to work effectively as part of a team						Essential
Ability to make effective decisions						Essential
Numerate and methodical, with effective organisational skills						Essential
Take responsibility for own learning and development						Essential
To assist the Librarian and take charge of the Library or unit as required in his / her absence						Essential
Capable of lifting and handling						Essential

ECDL qualification or equivalent						Desirable
Knowledge of a range of public services						Desirable
Willingness to work at any service point						Essential
Willingness to work evenings and Saturdays on a regular basis						Essential
Understands and actively supports Stockport Council's diversity and equality policy.						Essential
To meet Stockport Council's standard of attendance.						Essential
A willingness to be flexible in a changing environment						Essential

Scoring key

- 0 – Not met essential criteria
- 1 – Partially meets essential criteria
- 2 – Meets criteria
- 3 – Exceeds criteria
- 4 - Exceptional