



Coventry City Council

Job Description

Job Title:	Library and Information Assistant – Contact and Connect	Job Number:	Y5610D
Service:	Libraries and Information Service	Grade:	3
Location:	Central and Community Libraries		

Our values:

We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation.

Job Purpose:

Under the general supervision of the Library Services Co-ordinator/Library Manager, to undertake duties relating to the day-to-day operation of library service points, contributing to a high level of customer service and operational efficiency.

Main Duties and Responsibilities:

1. Assist members of the public by carrying out all duties with courtesy and efficiency.
2. Issue, discharge and renew library materials through the library computer system in accordance with current procedures.
3. Register new users, making appropriate checks on the computer system, issuing user tickets and entering user details on to the computer database.
4. Answer personal or telephone enquiries, using the computer system and/or other information sources, either directly or by referral to other staff.
5. Assist library users with the reservation of library items and undertake reservation procedures.
6. Respond helpfully to user complaints and by referral, where appropriate, to a senior member of staff.
7. Assist senior staff with cash handling procedures as required, in accordance with the City Council's accounting procedures.
8. Assist in keeping library materials, displays and notice boards in good order and replace returned library materials in the correct locations.
9. Prepares books and other library materials, posters, etc. for exhibitions and displays, using graphic and other skills as appropriate.

10. Repair books and other library materials and pack books and other materials for binding and other library operations.
 11. Assists library users in the operation of library equipment such as scanners, self-service machines, photocopiers and with the use of basic computer packages and internet searches.
 12. Put forward suggestions for, and participate in, discussion of improvements in service.
 13. Participate, as required, in developing and maintaining contacts with the community served and in promoting and developing library services through appropriate outreach activities within the community served.
 14. Undertake relief duties in other sectors of the library service as appropriate.
 15. Undertake occasional Senior Library and Information Assistant (SLIA) duties to cover for a SLIA after appropriate training and experience.
 16. Any other duties and responsibilities within the range of the salary grade.
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The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Workforce Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible for:

Responsible to: Library Services Co-ordinator/Library Manager

Date Reviewed: January 2022

Updated: January 2022



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Person Specification

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Service:	Libraries and Information Service	Grade:	3
Location:	Central and Community Libraries		

Area	Description
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Knowledge	<ul style="list-style-type: none">• Display an appreciation of equal opportunities in the workplace.
	<ul style="list-style-type: none">• Display an understanding of customer service and working with the public

Skills and Abilities:	<ul style="list-style-type: none">• Ability to demonstrate lived experience of being a Refugee• Ability to read, write and speak English• Ability to speak, read and write, Dari and/or Pashto would be desirable
	<ul style="list-style-type: none">• Demonstrate effective communication skills in the work-place and towards providing a professional customer service.
	<ul style="list-style-type: none">• Ability to provide a professional customer service, putting customer care into practice, and treating all library users in a welcoming and courteous way.
	<ul style="list-style-type: none">• Ability to work with a range of users proactively, responding to differing needs, e.g. people from a variety of cultures or ages, including young people and people with disabilities.
	<ul style="list-style-type: none">• Demonstrate the ability to work as part of a team, under the direction of a supervisor or the overall manager.
	<ul style="list-style-type: none">• Ability to record and sort information accurately and so that other people can understand it, e.g. completion of forms, using computers.
	<ul style="list-style-type: none">• Ability to operate or be trained in the use of a cash till and issuing the correct change.
	<ul style="list-style-type: none">• Demonstrate an understanding of alphabetical and numerical arrangement, e.g. use of filing systems.
	<ul style="list-style-type: none">• Ability to give talks in English (Dari and/or Pashto would be desirable) promoting the service, including at outreach events and with groups in the local community

Experience:	<ul style="list-style-type: none">• Demonstrate relevant experience that has involved contact with members of the general public e.g. voluntary work, paid employment in a customer service environment, work experience placements, projects undertaken from school/college, etc.
	<ul style="list-style-type: none">• Demonstrate experience of using standard computer packages e.g. Internet, email, office applications.



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Educational:	•
Special Requirements:	• Ability to undertake regular evening and Saturday work and work at any service point within the city as required, possibly at short notice
	• The post requires the physical ability to stand or move around for periods of time when either serving members of the public or at outreach events. Staff would also be involved with the manual handling and movement of books, CDs, leaflets, trolleys and other resources.

Date Reviewed: January 2022

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