



Coventry City Council

Job Description

Job Title:	Library Services Assistant	Job Number:	Y5591D
Directorate:	People	Post Number:	
Service:	Libraries and Information Services	Grade:	2
Location:	Based in Central Library Building City Centre		

Job Purpose:

Under the supervision of the Supervisor (Administration and Support Services) assists in the provision of support services for the Libraries & Information Services and undertakes caretaking, security, transport and other support services as requested.

Main Duties and Responsibilities:

1. Drives the Library Service vehicle(s) as appropriate and checks to see that it has adequate fuel, oil, water, tyre pressure etc. Undertakes appropriate deliveries for the Library Service including loading and unloading of the vehicle and liaising with library staff. Drives other Departmental vehicles as appropriate and as required.
2. Undertakes security duties in relation to library premises including locking and unlocking procedures, patrolling buildings and surrounding areas, operating electronic surveillance equipment, reporting to the supervisor anything unusual or suspicious, etc.
3. Supports other library staff in ensuring the security of library buildings and their contents and of library staff in dealing with members of the public, including checking property for suspicious packages, dealing with disruptive library users, liaising with other City Council services, e.g. the Security Unit and other organisations, e.g. the police.
4. Provides a commissionaire service: directing members of the public, answering enquiries and referring to other members of library staff, as appropriate, assisting with deliveries, etc.
5. Reports to the supervisor any faults or problems discovered within and around library premises, with particular regard to the health and safety of staff and the public.
6. Undertakes specified cleaning and maintenance work and minor repairs (see Appendix) to ensure that the interior and exterior of Library Service premises are cleaned and maintained to a high standard, as directed by the supervisor and adhering to the City Council's health and safety codes of practice.
7. Provides assistance to other staff members who carry out maintenance/repair tasks, as directed by the supervisor.
8. Liaises with the supervisor to ensure adequate stocks of appropriate maintenance and repair items, e.g. tools, nuts, bolts, nails, screws, etc.

9. To be aware of health and safety procedures and guidelines and to ensure that staff and customer safety is of the highest priority.
 10. Provides porter and message services and undertakes special deliveries as required.
 11. Prepares books, records and cassettes and other library materials for sale to the public, including categorising and stamping of books, setting up of furniture in the sale area, moving of materials from storage to the sales area, clearing away after sales, etc.
 12. Assists in setting up and clearing away exhibitions and displays, including the moving of display equipment and furniture to and within the appropriate areas.
 13. Carries out certain library duties, including the packing and unpacking of library materials, arrangement of library materials on shelves, etc. as directed by the supervisor and in liaison with other library staff.
 14. Possession of a clean driving licence is essential.
 15. Undertakes all the duties and responsibilities of the post with due regard to the City Council's Equal Opportunities Policy.
 16. Such other duties as are within the scope of the spirit of the job purpose, the title of the post, and its grading.
 17. 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.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

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

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, 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: Supervisor, Support Services

Reviewed:

Updated: March 2020



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Area	Description
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Knowledge:	<ul style="list-style-type: none"> • Display an awareness of Equal Opportunities in the workplace • Display a basic understanding of the Health and Safety at Work Act
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Skills and Abilities:	<ul style="list-style-type: none"> • Demonstrate an understanding of security skills – locking/unlocking premises; patrolling buildings, etc • Ability to record information in writing so that other people can understand it, e.g. completion of forms. • Demonstrate verbal communication skills, e.g. dealing with enquiries by listening, seeking clarification, giving information face to face, giving and receiving information by telephone. • Ability to put customer care into practice, treating all library users in a welcoming and courteous way and responding to differing needs, e.g. people from a variety of cultures and people with disabilities. • Ability to drive, be in possession of a full driving licence and be able to undertake a driving assessment in accordance with the City Council's Driving Policy • Ability to follow specified routes within the City e.g. using maps etc • Ability to do specified cleaning and maintenance work and minor tasks e.g. fixing shelves, repairing window catches, changing light bulb/tubes with the minimum of supervision (See appendix 1 for examples of the range of tasks which may be required) • Ability to work as part of a team • Ability to move or lift furniture, library stock • Ability to undertake regular weekend working
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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, work experience placements, projects undertaken from school/college, etc.
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Educational:	<ul style="list-style-type: none"> •
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Special Requirements:	<ul style="list-style-type: none"> • Possession of a valid UK driving licence is essential • Willing to work at any service point within Coventry City libraries
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Date Reviewed:

Updated: Match 2020

Appendix 1

Library Services Assistant

Minor Maintenance and Repair Tasks

Cleaning: interior/exterior

Light fittings

Windows

Blinds

Toilets

Walls

Lifts

Assist with the cleaning of carpets

Other flooring

Air Vents

Removal of chewing gums, etc.

Gardening

Mowing/trimming grass

Trimming/cutting branches

Pruning, digging, weeding

Minor fencing repairs

Painting: Interior, Exterior

Minor painting tasks e.g. filling cracks, touching up paintwork on walls, ceilings and floors

General

Minor repairs to chairs, desks, drawers, etc.

Replacing and regluing tiles

Assembling ready-made kits e.g. shelving, desks and display/leaflet racks

Erection and re-fitting of ready-made notice boards, shelves, racking, etc.

Minor repairs and oiling of door hinges, locks, door closers, etc.

Clearing and removal of rubbish and debris

Replacement of complete ceiling tiles