

## Job Description and Person Specification

### Job Title Library and Information Assistant – Housebound Service

| Job Details                |                                 |
|----------------------------|---------------------------------|
| <b>Grade</b>               | 3                               |
| <b>Service</b>             | Library and Information Service |
| <b>Location</b>            | Tile Hill Library               |
| <b>Job Evaluation Code</b> | A5812                           |

| Coventry City Council Values   |
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| <p>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:</p> <p><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p> |

| Job Purpose |
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To provide a Library Service to housebound readers, by delivering books to individual homes, liaising with all libraries about the housebound Service and producing a newsletter for housebound readers across the City.

Under the general supervision of the 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.

| <b>Main Duties &amp; Key Accountabilities</b>   |
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| Deliver books to housebound customers, planning delivery routes. Possession of a clean driving licence is essential   |
| Ensure that computerised and manual filing systems are updated and maintained in good order ensuring confidentiality requirements are met in accordance with GDPR and data protection                       |
| Analyse and interpret information from databases and systems to provide management information and reports as required  |
| Assess new applications for the housebound service by implementing the criteria for admission to the scheme   |
| Library duties include loaning, returning, reserving and renewing library materials, registering new users and answering enquiries using ICT resources such as the internet and the library computer system |
| Deal with a full range of queries including telephone and face to face enquiries, resolving queries, and using judgement as to when to pass on more complex issues  |
| Assist colleagues with cash handling procedures as required in accordance with the City Council's accounting procedures. Take payments from the public, using the till and handling cash                    |
| Assist in keeping the library space, library materials, displays and notice boards in good order and compliant with Health and Safety   |
| Move books and other items around the library and replace returned library materials in the correct locations   |
| Prepare and promote exhibitions and displays, using graphic and other skills as appropriate   |
| Assists library users in the operation of library equipment such scanners, RFID machines and photocopiers   |
| Help library customers to use basic computer packages and internet searches   |
| Promoting library services, within and outside libraries, such as talks to groups, Storytimes, school visits, community events, readers groups  |
| Puts forward suggestions for, and participate in, discussion of improvements in service   |
| Assist members of the public by carrying out all library duties with courtesy and efficiency  |
| Deal with comments, compliments and complaints in an appropriate manner   |
| Undertake relief duties to all other Libraries in the City as appropriate   |

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| Undertake as required Senior Library and Information Assistant (SLIA) duties to cover for a SLIA after appropriate training and experience |
| Any other duties and responsibilities within the range of the salary grade   |
| ** business insurance if using own vehicle   |

| Key Relationships |  |           |   |
|-------------------|--|-----------|---|
| External:         | Housebound users<br>Public<br>Partners | Internal: | Library Service colleagues<br>Council employees |

| Standard Information   |
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| <p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health &amp; Safety and the City Council's Workforce Diversity and Inclusion Policies.</p> <p>Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</p> <p><b>Training</b><br/>The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p> |

| Responsible for     |
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| No staff management |

| Person Specification |   |
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| Requirements         |   |
| Knowledge            | Understanding of Library Services in Coventry                   |
| Knowledge            | Understanding of needs of people who are housebound             |
| Knowledge            | Display an appreciation of equal opportunities in the workplace |

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| Skills And Ability | Demonstrate the ability to work as part of a team, under the direction of a supervisor or the overall manager  |
| Skills And Ability | Demonstrate effective communication skills in the workplace and with housebound users  |
| Skills And Ability | Ability to drive and hold a clean driver's licence   |
| Skills And Ability | Ability to provide a professional customer service, answering queries and problem solving  |
| Skills And Ability | Ability to work with a range of users proactively, putting customer care into practice, responding to differing needs, e.g. people from a variety of cultures or ages, including young people and people with disabilities                     |
| Skills And Ability | Ability to record, sort and manage information accurately and so that other people can understand it, e.g. completion of forms, Housebound Customer records  |
| Skills And Ability | Ability to operate or be trained in the use of a cash till and issuing the correct change  |
| Skills And Ability | Ability to promote the service, including giving talks at outreach events  |
| Skills And Ability | Demonstrate an understanding of alphabetical and numerical arrangement, e.g. use of filing systems   |
| Experience         | 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. |
| Experience         | Demonstrate experience of using standard computer packages e.g. Internet, email, office applications   |
| Qualification      | N/A  |

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| Special Requirements | <p>Clean UK driving licence</p> <p>This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via Disclosure and Barring Service (DBS).</p> <p>Ability to undertake regular evening and weekend work and work at any service point within the city as required, possibly at short notice</p> <p>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, DVD's, leaflets, trolleys and other resources</p> |
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| <b>Declaration</b>   |   |       |         |
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| Reviewed/Created By: | Created 3/5/22, Reviewed 1 Sept 2023 R Perry, new template R Speake |       |         |
| Job Title:           | Operations Manager  | Date: | 25/3/25 |