

Job Description and Person Specification

Library Information Assistant

Job Details	
Grade	GRD3
Service	Transformation & Change
Location	City Wide
Job Evaluation Code	A5933

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

Job Purpose
To deliver a public library service which meets community needs. To be provided with a high level of customer service and operational efficiency

Main Duties & Key Accountabilities
Providing the public-facing library service with excellent customer care, including listening, written and verbal communication, and addressing customer queries and concerns effectively.
Answering enquiries by searching for information, problem solving and signposting to other organisations
Issuing, discharging, renewing, reserving and processing and location of library materials, (both print and

digital) and registering new users.
Implementing cash handling procedures, including accepting payments, operating tills, reconciling cash, and issuing receipts following the City Council's accounting guidelines.
Maintaining a welcoming library space and ensuring a pleasant environment.
Promoting the library by creating exhibitions, displays and stock promotions using graphic and other skills as appropriate
Operating and supporting library users to use library equipment e.g. public use computers, digital equipment, photocopiers, and self-service machines.
Using a variety of databases, the internet, Microsoft packages and Library computer systems
Supporting the promotion of the Library Service by delivering or facilitating events, including Storytimes, Rhymetimes, Readers Groups, Class Visits, Friendship Groups.
Promoting the library service and the current Library offer including talking about the latest books, reading for pleasure and events
Undertaking relief duties in all Libraries as appropriate
Undertaking as required Senior Library and Information Assistant (SLIA) duties to cover for a SLIA after appropriate training and experience e.g. open and close, set and reset alarms and take responsibility for the Library as Senior Person on Duty

Key Relationships

External:	Members of Public
Internal:	Library Service

Standard Information

Post holders will be accountable for

- carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

When taking responsibility for service point, responsible for other staff

Person Specification

Requirements	
Knowledge	Display an understanding of computer literacy , using PC equipment to answer enquiries
	Fluency required in both written and spoken English.
Skills And Ability	Ability to provide professional customer service
	Demonstrate effective communication skills both written and verbal
	Ability to work with a range of users proactively, responding to differing needs, e.g. people from a variety of cultures, different backgrounds, ages, abilities and people with disabilities.
	Demonstrate the ability to work as part of a team, under the direction of a supervisor or the overall manager
	Ability to record and sort information accurately and so that other people can understand it, e.g. statistical data, taking of messages
	Ability to operate or be trained in the use electronic equipment including a cash till
	Demonstrate an understanding of alphabetical and numerical arrangement, e.g. use of filing systems and handling cash
	Ability to promote the service, with events such as Rhymetime, story time and class visits both in the library and at outreach events
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.
	Demonstrate experience of using standard computer packages eg internet, email, office applications
Special Requirements	Ability to undertake regular evening and weekend work and work at

	any service point within the city as required, possibly at short notice
	Ability to stand or move around for periods of time in the library or at outreach events.
	Ability of manual handling to move Library stock and other resources, trolleys, and library furnishings.