



Coventry City Council

## Job Description

<b>Job Title:</b>	Library and Information Assistant, Relief Register	<b>Job Number:</b>	Y5570D
<b>Service:</b>	Libraries, Advice, Health and Information	<b>Grade:</b>	2
<b>Location:</b>	Central or 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 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 library duties with courtesy and efficiency including issuing, discharging and renewing library materials, registering new users and answering enquiries using ICT resources such as the internet and the library computer system.
2. Assist library users with the reservation of library items and undertake reservation procedures.
3. Deal with comments, compliments and complaints in an appropriate manner.
4. Assist colleagues with cash handling procedures as required and interacting with the public with handling cash, taking payments, using tills, in accordance with the City Council's accounting procedures.
5. Assist in keeping library materials, displays and notice boards in good order and replace returned library materials in the correct locations.
6. Prepares and maintains all library stock and other library materials, for promoting exhibitions and displays, using graphic and other skills as appropriate.
7. Assists library users in the operation of library equipment such as scanners, card readers and photocopiers. and with the use of basic computer packages and internet searches.
8. Puts forward suggestions for, and participate in, discussion of improvements in service.

9. Participate, as required, in developing and maintaining contacts with the community served and in promoting and developing library services, within and outside libraries, such as storytimes, school visits, community events, readers groups.
  9. Undertake relief duties in all libraries as appropriate.
  10. Undertake as required Senior Library and Information Assistant (SLIA) duties to cover for a SLIA after appropriate training and experience.
  11. 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.

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:** Senior Library and Information Assistant/Duty Manager/Library Manager

**Date Reviewed:** March 2006, August 2019

**Updated:** March 2009, August 2019



Coventry City Council

## Person Specification

<b>Job Title:</b>	Library and Information Assistant, Relief Register	<b>Job Number:</b>	Y5570D
<b>Service:</b>	Libraries, Advice, Health and Information	<b>Grade:</b>	2
<b>Location:</b>	Central or Community Libraries		

Area	Description
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<b>Knowledge:</b>	<ul style="list-style-type: none"><li>• Display an appreciation of equal opportunities in the workplace.</li><li>• Display an understanding of customer service and working with the public.</li></ul>
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<b>Skills and Abilities:</b>	<ul style="list-style-type: none"><li>• Demonstrate effective communication skills in the work place and towards providing a professional customer service.</li><li>• Ability to provide a professional customer service, putting customer care into practice, and treating all library users in a welcoming and courteous way.</li><li>• 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.</li></ul>
	<ul style="list-style-type: none"><li>• Demonstrate the ability to work as part of a team, under the direction of a supervisor or the overall manager.</li></ul>
	<ul style="list-style-type: none"><li>• Ability to record and sort information accurately and so that other people can understand it, e.g. completion of forms, using computers.</li></ul>
	<ul style="list-style-type: none"><li>• Ability to operate or be trained in the use of a cash till and issuing the correct change.</li></ul>
	<ul style="list-style-type: none"><li>• Demonstrate an understanding of alphabetical and numerical arrangement, e.g. use of filing systems.</li></ul>
	<ul style="list-style-type: none"><li>• Ability to promote the service, including at outreach events.</li></ul>

<b>Experience:</b>	<ul style="list-style-type: none"><li>• 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.</li></ul>
	<ul style="list-style-type: none"><li>• Demonstrate experience of using standard computer packages eg Internet, email, office applications.</li></ul>

<b>Educational:</b>	<ul style="list-style-type: none"><li>•</li><li>•</li></ul>
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**Special Requirements:**

- Willing to work at any service point within Coventry City libraries.
- Ability to undertake regular evening and weekend 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:** 21/11/16, August 2019

**Updated:** 21/11/16, August 2019