

JOB DESCRIPTION

Job Title	Library and Information Officer		
Directorate	Partnership Localities & Culture		
Reporting to	Library Supervisor		
Grade	14		
Evaluation ref:	AG0840	Job Family ref:	
Role Purpose			
Working in a customer centred environment, a busy community hub that services a diverse range of people, partners and organisations. Responding to a wide range of library and information enquiries, including providing support on how to access self-service tools or digital devices. Promoting Library Service Resources. Proactively planning, delivering and promoting library activities e.g. Children's Story Times, LEGO groups, craft activities, health and wellbeing events, etc. Working alongside volunteers, providing a positive volunteering experience.			
Accountabilities			
Delivers high quality customer focused library services, responding to customer enquiries efficiently and competently. Provides front line reception support within Library Hub buildings (Currently the Glastonbury Library Hub) and is the first point of contact for customers and partner organisations working within the Hub building. Provides a first point of contact for visitors delivering a welcoming customer service, responding efficiently to individuals face to face, by telephone and by email and social media. Deals with customer compliments and concerns, offering resolutions immediately where possible and uses own judgement on when to escalate/record issues appropriately. Responds to a wide range of library and information enquiries from customers, e.g. from simple quick reference type enquiries through to more in-depth information enquiries. Promotes the use of all self-service tools, e.g. self-service Kiosk and IT systems and information resources to encourage customers to help themselves. Supports those unable to help themselves. Uses a range of Internet search strategies, navigating web sites and assessing a variety of digital information sources. Uses different communication tools, including social media and online platforms (such as Yammer, email, Skype).			

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Assists customers to use the People's Network computers, e.g. printing, scanning, and accessing email accounts, helping to log onto library systems from their own devices, booking library events, partner agency appointments, making reservations, accessing SC web links, e.g. Somerset Choices. Makes customers aware of and promotes Library Service resources, e.g. eBooks, the Libraries West Catalogue, activities and events, specialist book collections.

Proactively plans, delivers and promotes library activities, e.g. children's story time,

craft activities, Lego groups, conversation cafés, theatre events etc. Activities could take place in the library or in a community venue. Identifies ways to increase the use of the library/library Hub outside of normal opening hours maximising the use of the building by the wider community, e.g. through local talks, meetings, events and opportunities for other groups to use the library.

Assists customers to find popular and recreational reading choices and to inspire the joy of reading in adults and children. Makes customers aware of and promotes all formats of reading materials and digital media through engaging displays and reading activities.

Guides and instructs customers to develop their digital skills. Works with partners and expert volunteers to provide digital activities, e.g. Code Clubs, Hackathons, Raspberry Pi sessions and UK Online.

Works with and encourage library friend's groups and volunteering opportunities within the library, providing a positive volunteering experience. Ensures volunteering time is used effectively, identifying tasks, guiding and supporting as required.

Helps to maintain quality book and library stock collections using appropriate stock management tools, e.g. Collection HQ and customer feedback to reflect local need. Manages the day-to-day stock issues with the library, searching, editing, withdrawing stock and processing collections. Manages the presentation of library stock, for example books, DVDs, children's resources ensuring displays are imaginative and well presented.

Understands library service targets and performance measures on day-to-day library transactions, footfall and activities, and how individual contributions help the success of the libraries service.

Demonstrates knowledge of the legal requirements of the libraries service and able to communicate this information to customers to ensure compliance, e.g. copyright, data protection, byelaws and data sharing.

Works flexibly and will be deployed to work in other libraries, including the Mobile library, within reasonable travelling distances.

Responsible for library banking, imprest and reporting.

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Demonstrates awareness and complies with all Health and Safety policies and practices. Familiar with all building controls, e.g. Fire/Intruder alarm; heating and escalates concerns to managers as appropriate. Prepares the library space for opening to the public, and is responsible for securing buildings by activating/deactivating alarms, etc. In a Library Hub building will take the lead role in managing issues related to the building or partner organisations in the absence of Facilities Management, notifying them of outcomes.

Understand, uphold and promote the aims of the council's equality, diversity and inclusion policies; health, safety and wellbeing of self and others; and the Somerset Councils 4 C's – Collaboration, Customer Focus, Care and Respect and Can-Do Attitude. Equality and Diversity practice covers both interaction with staff, customers and communities and includes challenging discrimination and promoting equality of opportunity for all. Demonstrates sensitivity and has respect for customer's individual rights and cultural needs. Has an awareness of customers with particular needs, e.g. Memory loss, Learning difficulties or wider mental health issues.

Knowledge / Experience / Skills

	Essential	Desirable
Knowledge		
Experience		
Experience of working in a public library setting		X
Experience of working in a customer service or public facing role		X
Experience of working in a flexible manor	X	
Experience of using own initiative and working with minimal supervision	X	
Qualifications / Registrations / Certifications		
Skills/Flexibility		
Demonstrates flexibility, enthusiasm and a willingness to undertake a variety of tasks	X	

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Copes with competing deadlines and is able to prioritise work	X	
Adopts a flexible approach to support others including work experience placements and volunteers	X	
Prepared to work additional hours, including evenings, weekends	X	
Willing to travel between Libraries (within reasonable distance)	X	
Demonstrates excellent verbal and written communication skills. Numerate	X	
Communicates with people at all levels effectively	X	
Able to actively listen and seek clarification when needed	X	
Demonstrates ability to assess risk and manage conflict and/or challenging behaviour	X	
Works with and supports a range of public service providers and community/voluntary groups based in the library	X	
Able to respond to and work with colleagues from other teams, partners or external organisations in a positive, proactive way	X	
Able to share knowledge with colleagues, customers, partners and others	X	
Identifies and works with potential local partners to deliver service initiatives	X	
Demonstrates an open and honest approach to all aspects of their role	X	
Able to work with minimal supervision and use own initiative	X	
Able to use presentation skills to display Library resources	X	
Develops and follows procedures for implementing routine tasks accurately, consistently and efficiently	X	
Demonstrates an ability to set up eye-catching displays within the library in order to promote stock and activities	X	
Actively promotes Library services to all users via a range of communication channels.	X	

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Demonstrates creative thinking	X	
Willing to think laterally to resolve issues	X	
Co-operative and open with colleagues, sharing information and checking understanding	X	
Provides support to team and prepared to take personal responsibility for premises and/or resources to meet local service needs	X	
Supports volunteers, both individually and as part of the wider Library team.	X	
Able to use a variety of medias to promote the vision and outcomes of the service	X	
Demonstrates knowledge and awareness of the attributes and library needs of particular user groups and community groups	X	
Liaises with individuals and community groups both within the library and the wider community	X	
Promotes volunteering opportunities within the library	X	
Able to demonstrate a positive approach to day-to-day work	X	
Ability to manage and embrace change	X	
Takes responsibility for own learning and personal development	X	
Able to remain calm and courteous in all situations	X	
Able to be co-operative and open minded	X	
Good listening skills and ability to check understanding	X	
Sense of humour	X	
Working Conditions		
Dimensions of the role		
Staff will be responsible for handling cash and banking up to the value of £500. In 2016/17 there were 1,801.765 individual customer visits to Somerset Libraries, and 2,184,250 items borrowed.		

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Staff may be required to lone work or with no supervisor on site.

All staff will take a pro-active approach towards their continuing personal Development.

Working Arrangements

Somerset Council's Dynamic Working Strategy will be applied to this position.

Corporate Accountabilities

Understand, uphold, and promote the aims of the council's equality, diversity, and inclusion policies; health, safety and wellbeing of self and others; and Organisational values in everything you do. Equality and Diversity practice covers both interaction with staff, service users and communities and includes challenging discrimination and promoting equality of opportunity for all.

Date: