

JOB DESCRIPTION

Job Title	Library and Information Officer		
Service	Community, Localities and Partnerships		
Reporting to	Library Supervisor		
Grade	14		
Evaluation ref:	AG0840	Job ref:	Family
Role Purpose			
To provide a customer centred service to a diverse range of people, partners, and organisations. To respond to a wide range of library and information enquiries and provide support to help enable access to self-service tools or digital services. To proactively plan, deliver and promote library activities. To work 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 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). 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. eBook's, the Libraries West Catalogue, activities and events, specialist book collections.			

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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.

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.

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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		
Able to share knowledge with colleagues, customers, partners and others. Co-operative and open with colleagues, sharing information and checking understanding	X	
Demonstrates knowledge and awareness of the attributes and library needs of particular user groups and community groups.		X
Promotes volunteering opportunities within the library.		X
Experience		
Demonstrates an ability to set up eye catching displays within the library in order to promote stock and activities. Able to use presentation skills to display Library resources		X
Qualifications / Registrations / Certifications		
5 GCSEs (or equivalent) at level 4 (grade C) including English and Maths.	X	
Skills		
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	
Will work flexibly including evenings, weekends and is willing to travel between libraries.	X	
Demonstrates excellent verbal and written communication skills with people at all levels. And is numerate.	X	
Demonstrates good listening skills and ability to check understanding.	X	

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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.	X	
Able to respond to and work with colleagues from other teams, volunteers, partners or external organisations in a positive, proactive way to deliver service initiatives.	X	
Provides support to team and prepared to take personal responsibility for premises and/or resources to meet local service needs.	X	
Develops and follows procedures and independently implements routine tasks accurately, consistently and efficiently. Must be able to work with minimal supervision and use own initiative.	X	
Actively promotes Library services to all users via a range of communication channels. Able to use a variety of IT programmes, and digital medias to promote the vision and outcomes of the service.	X	
Demonstrates creative thinking. Willing to think laterally to resolve issues.		X
Able to demonstrate a positive approach to day-to-day work	X	
Able to remain calm and courteous in all situations.	X	
Ability to manage and embrace change.	X	
Takes responsibility for own learning and personal development.	X	
Able to be co-operative and open minded.	X	
Working Conditions		
Dimensions of the role		
- The service is universal and therefore staff would engage with a wide range of library customers of all ages and backgrounds. - Occasionally may have to deal with challenging behaviour from customers, some who may present with mental health issues.		

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- Contact with representative of community groups, public bodies, and local charities/Trusts to assist with bookings, exhibitions, events and activities in order to promote the use of library/Hub space.
- Contact with other library staff and specialist areas, e.g. Performing Arts Library, Bibliographical Services and other Libraries within the Libraries West consortium.
- Regular contact with Library Supervisors, and members of the Development team, Libraries West team and senior management.
- Contact with a wide range of organisations that may be based and work within the library/Hub.
- Demonstrate procedures and support the induction of new members of staff, including Apprentices, work placements and volunteers.
- Liaise and has contact with the Library Helpdesk and SC TAP team, property repair line and contractors, to report faults and maintenance issues.
- Within a Library Hub building will have regular contact with Facilities Management regarding the day-to-day function of the Library Hub.
- Will be the first point of contact for contractors carrying out repairs or maintenance within the Library Hub.
- Staff will be responsible for handling cash and banking up to the value of £500.
- 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

Expected to work in other libraries, including the mobile library, as needed, within reasonable travelling distance.

Regular working pattern but can be adjusted by mutual agreement.

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: