



Job description	
Job title	Library Advisor
Grade	Grade E
Directorate	Resources
Section/team	Libraries
Accountable to	Nominated Librarian
Responsible for	Assisting with the effective and efficient delivery of library services and activities.
Date reviewed	6 th January 2018

Purpose of the job

Work as a member of Knowsley Library Service to provide quality reading, learning and information services. To promote the Library and its activities as a resource for the whole community.

Reporting to the appropriate line manager, the post holder will be engaged in a wide variety of tasks involving delivering services to customers, ensuring that the day to day running of the library is carried out effectively.

Duties and responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. Provide first line help for customers to access books, reading, learning, information and digital technology.
2. Have a good knowledge of library stock and resources in order to deal with requests, enquiries and to promote stock to customers.
3. Encourage and develop positive relationships with customers, and provide a high level of customer service to meet their needs.
4. Organise and participate in the maintenance, presentation and promotion of library stock. Assist where appropriate in their selection and evaluation.
5. Assist with, and deliver, the provision of community engagement activities, such as readers and learners groups.
6. Engage with children and young people, and deliver a range of children's activities, including story times and class visits.
7. Support customers in evaluating information including currency, relevancy and accuracy.



8. Support library customers in the use of computer software applications and hardware including the use of the internet and online resources.
9. Organise, select and prepare resources for Home delivery rounds.
10. Take responsibility for the delivery of some of the following areas of work in designated libraries:
 - a. Reader development
 - b. Children's activities
 - c. Learning, community history and information services
11. Operate all library procedures and processes, including the handling of money.
12. Deal with comments and complaints promptly and courteously, and ensure that any deficiencies and scope for improvement in the quality of service are brought to the attention of the appropriate team.
13. Carry out clerical, administrative, and financial procedures.
14. Participate in monitoring and evaluation of library services and use of resources.
15. Provide training to appropriate staff.
16. Liaise with appropriate agencies and council services.
17. Participate in service wide working groups.
18. Supervise appropriate staff and work placements.
19. Work the rota hours required to maintain library opening hours.
20. Practice and promote fair and equal treatment of staff and customers throughout the course of performing all duties contained within this job description.
21. Act within Council and Service Policies, Standing Orders and all current legislation.
22. Open and secure buildings including key holding where necessary.
23. Undertake such other duties as are commensurate with the grade of the post, as may be reasonably required at the initial place of work or at other locations in the Borough.

Health and safety

1. To use equipment as instructed and trained
2. To inform management of any health and safety issues which could place individuals in danger

Data Protection and Information Security

- Implement and act in accordance with the Information Security, Acceptable Use policy and Data Protection Policy.
- Protect the council's information assets from unauthorised access, disclosure, modification, destruction or interference,
- Report actual or potential security incidents.

Knowsley Better Together – Staff Qualities

The following qualities have been adopted by the Council and apply to all employees. You are expected to embrace and display these qualities. Your



line manager will discuss your behaviour with you, during your My Time and My Time Extra meetings.

- **Integrity.** You are required to be open and honest, maintain high standards of personal behaviour and display strong moral principles.
- **Accountability.** You must take personal responsibility for your actions and decisions and understand the consequences of your behaviour.
- **Communication.** You must listen and talk to others, taking account of other people's points of view. You should share information and strive to work together.
- **Respect.** You must treat people with care and dignity, observing the rights of other people, and helping and supporting others where you can.