

JOB DESCRIPTION

JOB TITLE	Strategic Librarian
GRADE	Band H
REPORTING TO	Library Management Team
JD REF	CS&CE0012G

PURPOSE

Librarians work with the Library Management Team to implement strategic initiatives throughout the Borough.

Librarians support the Library Management Team in the delivery of the Library Strategy and policy, planning, organisation and promotion of the Library, information and reading service, working to the Operational Library Manager in the provision of site cover.

MAIN DUTIES AND RESPONSIBILITIES

1. Support the Library Management Team to manage and maximise the use of available resources to ensure a strategic service delivery. e.g. staff, finance, sites, IT etc.
2. Safely open and close the building and to be available for call out, as required.
3. Assist the Library Management Team with responding to written complaints.
4. Be part of the Strategic Librarian Team that leads on organising the acquisition, cataloguing, distribution and maintenance of all library stock.
5. Key contact for suppliers as set out in stock purchase policies.
6. Lead on organising the acquisition, cataloguing, distribution and maintenance of all library stock, equipment, arranging visits, giving talks to local organisations and creating displays.
7. Identify service improvements based on customer and individual observation and make proposals to the Library Management Team.
8. Deal with any escalations from the staff and, where possible, resolving first stage customer complaints in line with the Authority's Complaints Procedure. Escalate, if required, to the Library Management Team/ Team Leaders as appropriate.
9. Work with local communities and groups i.e. Friends of the Library to support and promote the delivery of the library strategy.



10. Adhere to the Council's Health and Safety Policies and identify, resolve or escalate issues to the Library Management Team and carry out risk assessments related to activities, when necessary.
11. On evenings and weekends as the senior person on site, liaise with facilities management to ensure day to day repairs across all sites are reported, where necessary.

ROLE SPECIFIC KNOWLEDGE, EXPERIENCE AND SKILLS

Qualifications:

- Qualified Librarian – CILIP Library Qualification Level 9

Knowledge & Skills:

- Analyse data and performance information to develop priorities for the service.
- Work flexibly in a demanding environment in a positive and productive manner.
- Management skills.
- Excellent communication skills.
- An understanding of and ability to deliver excellent customer service to internal and external customers.
- An understanding of the library service and its future development.

Experience:

- Bibliographical services experience.
- An excellent working knowledge of a library service.
- Reader Development experience.
- Working as a part of a team.
- Implementing and leading change.
- Using IT to deliver a service.

DESIRABLE KNOWLEDGE, EXPERIENCE AND SKILLS

Knowledge & Skills:

- Work unsupervised, show initiative and motivate staff.
- Excellent organisational skills, having an ability to work to tight deadlines.
- Absorb new information/ training quickly and effectively.
- Demonstrate leadership skills and be able to diffuse and resolve difficult situations.
- Communicate openly and effectively with managers, subordinates and members of the public ensuring goals and targets are achieved.
- Write effective reports and analyse and manipulate data.
- Prepare and deliver presentations to staff, partners and customers.

- Effectively promote the service to all including community groups, demonstrating an understanding of their needs and interests.
- An understanding of and commitment to the Council's Customer Care Standards.
- Provide excellent customer service, developing effective network links within the local community.
- An understanding of the differing needs and priorities of all members of the community, and willingness to understand and address barriers.
- Ability to positively represent the library service at meetings with partner organisations/customers and colleagues within the council.

Experience:

- Dealing with a wide range of customers and handling difficult and complex Enquiries.
- Managing and leading through periods of change.
- Working effectively with people within and from outside your team to deliver a shared goal.
- An excellent working knowledge of a local authority library service.
- Setting and monitoring targets to ensure that goals are achieved.
- Working on and delivering specific projects.
- Using performance/ management information to identify areas for improvement. and develop priorities using the appropriate IT software.

ADDITIONAL INFORMATION

The postholder must be able to travel across the borough and work outside traditional hours, of a weekend and evening as required, adopting an agile working approach in response to business requirements.

NOTE:

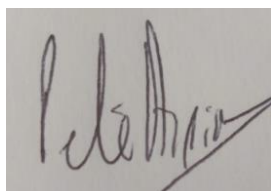
The job role holder may be required to undertake other reasonable duties commensurate with the job role descriptor grade as directed by the Head of Service.

This job role profile will be reviewed regularly and may be subject to amendment or modification at any time after consultation with the post holder. It is not a definitive statement of procedures and tasks, but sets out the main expectations of the Service in relation to the post holder's responsibilities and duties.

Elements of this job role profile and changes to it may be amended in light of organisational and service requirements.

DATE OF APPROVAL: 19/06/2023

**APPROVED BY: PETER ASPINALL – STRATEGIC LIBRARY
MANAGER**

A handwritten signature in black ink, appearing to read 'Peter Aspinall', is written on a light-colored rectangular background.