

# Job Description

<b>Job Title</b>	Library Information Assistant - Casual
<b>Grade</b>	Band D
<b>Reporting To</b>	Library Service Team Leader
<b>JD Ref</b>	CS&CE0005G(B)

## Purpose

Work as a member of the libraries team, welcoming and assisting customers to promote and make effective use of the range of library services and facilities.

Support the provision of information and advice on Council and partner services at first point of contact. Assisting customers to self-serve, where possible, to resolve queries in the first instance. Where this is not possible, signpost to appropriate support.

## Main Duties And Responsibilities

### Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

### Library Service Specific Duties & Responsibilities:

Undertake all operational duties in support of the library service including, but not exhaustively:

- Sorting, shelving, processing and repairing stock and contributing to stock checks.
- Maintaining a welcoming, safe and pleasant environment for all customers.
- Verifying documentation.
- Taking payments for relevant services via chip and pin/ cash etc.
- Opening and closing buildings where needed.

### Communication, Engagement and Training:

- Providing digital support to customers and promoting self-service options.
- Ensure Library and Council processes and procedures are adhered to and that changes to procedures are understood, applied and communicated to customers effectively.
- Assisting with any library associated activities and encouraging, via local or national initiatives, uptake of library services.

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## Data Manipulation, Data Analysis and Decision-Making:

- Processing membership applications.
- Issuing, returning and reserving books and other library materials using a computer system.
- Using relevant Council IT systems to update and retrieve information and generate solutions for customers.

## Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

## Other:

- Any other duties commensurate with the grade.

## Role Specific Knowledge, Experience And Skills

### Qualifications

- *Desirable - Customer Services qualification or working towards equivalent qualification.*

### Knowledge & Skills

- Ability to demonstrate commitment and enthusiasm to the provision of high-quality customer service.
- Ability to carry out administrative and financial routines, and maintain records to the designated standard.
- Effective use of ICT.
- Ability to demonstrate excellent communication and interpersonal skills with colleagues, customers and partners.
- Ability to demonstrate commitment to ongoing training/ self-development.
- *Desirable – Assimilate knowledge of new processes, procedures and policy and use them in the workplace.*
- *Desirable – Demonstrate an interest in books, films, sourcing information.*
- *Desirable – Ability to promote activities e.g. storytimes/displays.*
- *Desirable – Knowledge of current developments/ national initiatives affecting public libraries.*
- *Desirable – Evidence of an ability in working under pressure.*
- *Desirable – An understanding of local government and wider public sector policies and how they may affect the service.*
- *Desirable – Knowledge of how a public library operates.*



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## Experience

- Experience of giving basic level of information/ advice.
- Operating within a demanding customer service role dealing with the public on a day-to-day basis.
- Experience of operating within a team and supporting colleagues with a flexible and adaptable approach.
- Ability to use initiative, working without supervision and dealing with difficult situations.
- Evidence of dealing with change for self and others in a positive manner and embracing new and innovative ways of working.
- Evidence of the ability to produce a positive image in the workplace.

## Additional Information

- Expected to work from a fixed location (subject to change).
- On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

## Health & Safety Considerations:

- Moving or handling heavy loads
- Lone working
- Work with VDUs (Video Display Unit) (>5hrs per week)
- Exposure to persons with challenging or aggressive behaviour

**Approved By: James Roberts, Senior Manager Libraries & Information Services**

**Date Of Approval: 03.06.2026**



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