Role Profile

Post Title:	**Library Assistant**
Grade:	**4**
Date Created:	**11th October 2022**

ROLE DEFINITION

Deliver a library service in a range of locality settings.

KEY TASKS AND RESPONSIBILITIES

Corporate Responsibilities

- Undertake individual role in line with the Council's Strategic Priorities and in compliance with the Council's corporate policies and procedures.
- Undertake any other reasonably required duties as instructed by Management or someone acting on their behalf, in addition to the role specific tasks & responsibilities detailed below.

Role Specific Tasks & Responsibilities

- Assist in the effective delivery of locality library services to the community.
- Entering and retrieving data from a range of computerised or manual systems, maintaining confidentiality and sensitivity when appropriate.
- Ensuring information and correspondence is dealt with promptly.
- Deal directly with colleagues, customers and community groups and partners, through appropriate communication.
- Ensure library processes are followed as directed.
- Contribute to maintaining an attractive and organised library space, including book displays, stock categorisation and shelving duties.
- Support adults in developing their reading interests and lifelong learning.
- Encourage children and young adults to develop their reading interests and families to use the library space effectively. Deliver a range of activities including Bookbug.
- Support the public in accessing a range of technology and digital services.

- Liaise with learners and volunteer buddies and contribute to the development of learning opportunities in the library space.
- Monitor the security and effective maintenance of the library, as a nominated key holder, reporting to the senior staff.
- Attend meetings and contribute to promotional events and outreach activities as required by senior staff.
- Ensure secure banking of cash income.

ESSENTIAL / DESIRABLE CRITERIA

	Essential	Desirable	Evidence
Education and Qualifications	• 3 National 5 qualifications or equivalent or equivalent experience	• SVQ Level 2 in a relevant discipline or equivalent •	• Application Form • Interview
Experience	• Working in a busy environment • Working with children and adults	• Library experience • Experience of delivering Bookbug	• Application Form • References • Interview
Specialist Knowledge	• Computer skills – ICT applications and development	• Cash handling • Library Management System	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)
Skills and Abilities	• Written and verbal communication skills • Organisational skills • Communicate with a range of colleagues and library users including children • Customer service • Interpersonal skills • Attention to detail • Ability to work under pressure	•	• Application Form • References • Interview

	• Work on own initiative or as part of a team		
Other	• Ability to work flexibly • Undertake additional training	•	• Application Form • Interview • Pre/Post-Interview Check (if appropriate)

Please be aware that the successful candidate must be able to travel throughout North Ayrshire (own car/public transport/pool cars etc) for work purposes, meetings, training courses etc.

OUR STAFF VALUES & BEHAVIOURS

Value	Behaviours
Focus we put our customers first we understand the bigger picture	• Provide excellent customer services • Meet and, where possible, exceed the expectations of internal and external customers • Understand the performance levels and standards required within our own role and strive to achieve and, where possible, exceed these • Know how the work we do fits into the overall performance of the Council
Passion we take pride in the jobs we do we are ambitious for our community	• Take ownership of our own actions and performance • Reflect on the work we do and consider how it could be improved • Have a positive impact on the lives of our customers and their communities • Push the boundaries to help our customers and communities realise their potential
Inspiration we all look for better ways to deliver our services we achieve the best results by working together	• Find new ways to deliver improvements, efficiencies and value for money • Embrace change with enthusiasm and creative ideas • Work together and creatively produce the best outcomes for our customers and communities • Plan all activities with the end goal in mind