

JOB DESCRIPTION

1. JOB TITLE:

Library Assistant

2. JOB TYPE:

Full-time (36 hours per week)

3. REMUNERATION:

Grade AA1 – AA2, starting salary £27,472

4. RESPONSIBLE TO:

Head of Children & Young People's Services

5. OVERALL PURPOSE OF JOB:

To support the smooth delivery of Library services, ensuring a positive experience for all visitors.

6. KEY RESPONSIBILITIES:

Customer Service

- Staff the help points in the public library, with a focus on the Children's Library and the Fab Lab.
- Strive to deliver the highest standards of customer service, ensuring the Library is welcoming, accessible, and responsive to community needs.
- Help customers borrow and return books, join new members, and handle routine enquiries, requests, and feedback.
- Go the extra mile to support and engage customers, helping them make the most of the Library.

Children & Young People's Services

- Support the planning and delivery of activities for children and young people, including story times, craft sessions, singing and rhyming sessions, and the Summer Reading Challenge.

- Promote reading and literacy through positive engagement with families, helping them discover new children's books and authors.
- Create excitement around reading by maintaining the magical feel of the Children's Library, including by developing eye-catching displays and ensuring the space is well-presented.
- Support the preparation of book loans for schools.
- Assist senior staff in developing new initiatives to improve Children & Young People's Services, taking the lead on new events or services as appropriate.

Fab Lab & IT

- Staff the Fab Lab, helping customers learn to use the wide range of digital fabrication machines [training provided].
- Operate the Library's passport photo service.
- Assist customers in the Library's IT area, helping them print, scan, photocopy, and access the internet.
- Help customers access and use the Library's online services, including eBooks and audiobooks.

Other Duties

- Ensure the Library's collection remains current and accessible by shelving returns, assisting with the reservations service, withdrawing stock that has been deselected, and processing new books and other items to ensure they are 'shelf-ready'.
- Update internal systems to ensure accuracy of customer records, in line with data protection requirements.
- Undertake any other duties or tasks to support the smooth delivery of the library service, as required.

JOB SPECIFICATION

Essential:

- A valid driving licence.
- Excellent customer service and communication skills.
- Confidence working with children and young people.
- Enthusiasm for reading, learning, and community engagement.
- Strong digital skills, including the ability to use computers and other devices confidently, and to learn and adapt to new software and technologies.
- Ability to work flexibly and collaboratively as part of a team.
- Strong organisational skills, including the ability to complete routine tasks accurately and efficiently.
- Confidence working under pressure, with frequent interruptions.

Desirable:

- Experience working in a library, retail, or community setting.
- Knowledge of children's literature and reading development.
- Experience delivering or supporting activities and events, especially for children.