

JOB DESCRIPTION

1. JOB TITLE:

Library Assistant

2. JOB TYPE:

Full-time (36 hours per week)

3. RESPONSIBLE TO:

Head of Marketing & Customer Services

4. OVERALL PURPOSE OF JOB:

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

5. KEY RESPONSIBILITIES:

Customer Service

- Staff the help points throughout the public library, providing a friendly and professional service to all visitors.
- 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 complaints.
- Go the extra mile to help and support customers, ensuring they can make the most of everything the Library has to offer.

Adult Services

- Promote reading and lifelong learning by helping customers discover books, eBooks, audiobooks, and other Library resources.

- Support the planning, promotion and delivery of activities and events for adults, including author talks, reading groups, and reading events in care homes and other outreach settings.
- Create attractive book displays and promotional materials to showcase the Library's collection and encourage reading for pleasure.
- Develop a broad awareness of fiction and non-fiction titles, helping customers discover new authors and genres.
- Select and prepare books and other materials for long-term loan to outreach settings.
- Assist senior staff in developing new initiatives to improve the Library's service for adults, taking responsibility for individual events or projects as appropriate.

IT & Digital Support

- Assist customers in the Library's IT area, helping them print, photocopy, and access the internet.
- Help customers use the Library's online services, including eBooks and audiobooks.
- Support the operation of the Library's passport photo service.

Other Duties

- Ensure the Library's collection remains current and accessible by shelving returns, withdrawing stock that's 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:

- Strong customer service and verbal communication skills.
- Confidence communicating with people from a wide range of backgrounds and age groups.
- Strong digital skills, including the ability to use computers and other devices confidently, and to learn and adapt to new 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 or another customer-facing environment.
- Enthusiasm for books and reading.
- Experience delivering or supporting activities and events for adults.

Inclusive Recruitment

We welcome applications from disabled people and are committed to ensuring an inclusive recruitment process. Reasonable adjustments will be provided throughout the recruitment process and employment where required. If you require any adjustments at any stage of the recruitment process, please contact us and we will be happy to discuss how we can support you

Disabled applicants who meet the essential criteria for the role will be guaranteed an interview.

If you wish to be considered under our Guaranteed Interview Scheme, please indicate this in your covering letter or contact us separately in confidence.

GUIDANCE NOTES FOR APPLICANTS

Please send your CV, along with a cover letter, by email to hfroome@library.gg or by post to:

Hollie Froome

Guille-Allès Library

Market Street

St Peter Port

Guernsey

GY1 1HB

Application process:

- We will acknowledge receipt of your application.
- Shortlisting will take place as soon as possible after the closing date.
- Applicants will be advised of the outcome of their application as soon as possible after the interview.

If you have any questions or would like further information about the role, please email Hollie Froome at hfroome@library.gg.