

JOB DESCRIPTION

1. Job Title:

Library Assistant (Saturdays/Evenings)

£13.00 per hour

2. Responsible to:

Duty Manager | Senior Management Team

3. Overall Purpose of Job:

To support the smooth running of Library services and ensure that customers have a positive experience.

4. Key Duties:

1) Customer Service

- Staff the help points in the public library, including the Children's Library, and strive to uphold high standards of customer service.
- Assist customers in the issue and return of loan items, and deal with enquiries and requests.
- Join new members and give advice on how the library service works.
- Go the extra mile to assist and engage customers, create a welcoming environment, and help people make the most of the Library.

2) IT & Fab Lab

- Assist customers in the Library's IT area, helping them print, scan, photocopy, and access the internet.
- Help customers learn how to use the Library's online services, including eBooks and audiobooks.

- Staff the Fab Lab, helping customers learn the basics of the various digital fabrication machines (training will be provided).

3) Other Duties

- Sort returns, tidy shelves, and choose items for displays.
- Assist with selecting items for Home Delivery service users, as directed by senior staff.
- Undertake any other duties or tasks as directed by senior management.

JOB SPECIFICATION

QUALIFICATIONS

You must be at least 16 years old.

General education – 4 GCSEs or equivalent.

KNOWLEDGE AND SKILLS

- Good communication skills.
- Strong digital skills, including ability to use computers and other devices confidently, and to learn and adapt to new software and technologies.
- Ability to work both alone and as part of a team.
- Ability to prioritise work appropriately, and to work in an organised and systematic manner.
- Understanding of the role and purpose of the public library service.