

LIBRARY AND INFORMATION ASSISTANT – JOB DESCRIPTION

Hours:	20 hours per week. Monday to Saturday, hours variable, currently required over 5 days. (Mon. Tues. Thurs. Fri. Sat.)
Responsible to:	Community Hub Team Leader
Purpose of job:	The post holder will support the Community Hub Team Leader in the day to day functions of the Library.

RESPONSIBILITIES

1. To establish a good knowledge of Library resources, including the maintenance and presentation of stock and the Universal Library Offer in the themes of Reading, Health, Culture, Learning, Information and Digital.
2. To promote the Community Library Hub and Information Service to all members of the community using in-house and online digital tools.
3. To participate in the delivery of Library centred activities such as reader development activities, story times and events for the community (children and adults).
4. To undertake the required roles within the Library and Information Service setting including host, floor walker, consultant, Information Service desk and payment processing.
5. To offer initial reading choice guidance in line with reader development principles to adults and children.
6. To receive customer enquiries by telephone, electronically, post or Face to Face. Assess and establish the reason for service requests, suitably prioritise, and take prompt appropriate action in accordance with procedures and instructions.
7. To process payments; receipt and prepare associated paperwork and electronic records in an efficient and effective manner.
8. To process a range of customer enquiries and sign-post to Cornwall Council accordingly.
9. To record and refer enquiries as determined by service level agreements.
10. To use customer service IT packages effectively, updating and maintaining computerised systems to ensure the service performs successfully.
11. To operate in accordance with the diverse needs of the community to ensure equal access to services.
12. To ensure a positive and flexible approach to the variety of tasks and work patterns within the role as the service develops to enable effective and appropriate staffing levels to meet customer demand.
13. To work in accordance with the new General Data Protection Regulations, Town Council's policies and procedures.

14. To attend relevant training as required.

15. Undertake other delegated duties appropriate to the grading of the post, and the potentially changing work patterns as the Library and Information Service develops in the future as required.

This document, whilst outlining the duties which it is anticipated will be undertaken by the post holder, indicates mainly the level of responsibility. It is not a comprehensive and exhaustive list, and the duties may be varied at time to time by the Council.

Saltash Town Council has an ongoing commitment to the development of its staff. To facilitate this, staff will be encouraged to update their skills and competencies as and when required.