

## **Job Description**

**UPPER NORWOOD JOINT LIBRARY**

**SATURDAY LIBRARY ASSISTANT**

**JULY 2009**

**Rate of pay dependent on age/experience**

### **MAIN PURPOSE OF THE POST**

- 1. To effectively implement the policies and objectives of the Upper Norwood Joint Library service offering a direct service to the public – including dealing with customers, counter duties, clerical routines, physical lifting and shelving of items.**
- 2. To contribute towards the aims of the library service by providing a high quality, accessible, economical, customer focussed, friendly and effective service to meet local community needs (within available resources).**

### **MAIN ACTIVITIES OF THE POST**

**To be aware and consistently meet all provisions and requirements of relevant UNJL/LB Croydon/LB Lambeth policies and procedures, including those relating to:- Code of Conduct, Standards of Behaviour, Performance Standards and Management, Equal Opportunities and Core Competencies**

**Provision of the highest standards of Customer Care (including basic guidance to the public on the use of ICT and other library equipment) and presenting a friendly, polite and helpful attitude to library users**

**Efficient and accurate shelving of all types of returned loans and other items and the tidying of shelves in all departments of the library**

**To enrol new members and ensure that they are aware of the range of services that is available to them.**

**Dealing effectively and efficiently with all basic circulation transactions and routines (including use of ICT) such as the issuing and return of items**

**Dealing efficiently and effectively with basic cash handling routines, including taking fines, fees and charges, use of tills and giving change**

**Consistently and comprehensively observing departmental rules/work rotas relating to operational coverage and deployment**

**Assisting library staff by maintaining a positive, professional and efficient image in all aspects of the provision of services**

**To answer the telephone following Standards of Customer Care instructions and efficiently referring calls as required.**

**To deal with enquiries relating to opening hours, borrowing entitlements, charges and fees, location of departments (all other enquiries should be referred to enquiry desk staff)**

**To perform all duties in line with relevant Council and Departmental safety policies and relevant Health and Safety legislation and regulations.**

**Every member of staff is responsible for their own health and safety, as well as that of colleagues, service users and the public.**

**All employees must co-operate with management, follow established systems of work, use protective equipment where necessary and report dangers, defects, accidents, 'near misses' or hazards to supervisors or management without delay**

**To follow safe methods of working, using appropriate safety equipment and to ensure that any identified hazards and accidents are reported immediately to a supervisor/senior member of staff.**

**To utilise ICT in the provision of services**

**To participate in promotional events and activities as required by supervisors/senior staff**

**To undertake any other duties as required by a supervisor or senior member of staff. These duties could include photocopying, filing, etc.**

**To carry out relevant support service duties as indicated by supervisors or senior staff, including minor stock repairs and the withdrawal of stock required**

**To be able to work in all departments of the library as required**

### **SPECIAL REQUIREMENTS**

**Willing to wear a name badge and comply with dress code standards**

**Abilities to lift, stretch, kneel and bend at the shelves. Ability to push laden trolleys and carry and move books**

**Ability and willingness to work the hours as stated each week**

### **POST REPORTS TO**

**Supervisory/Management staff**

### **NOTE:**

**This is a description of the duties and responsibilities of the post at the date of publication. Duties may change over time as requirements, priorities and circumstances change. The person holding this post may also have to carry out such other duties as may be necessary from time to time.**