

## **LIBRARIES NI**

### **JOB DESCRIPTION**

- Job Title:** Library Assistant
- Grade:** Senior Clerical Officer
- Salary:** £23,500 to £23,893 (NJC points 5-6) pro rata (under review)
- Hours:** **Omagh Library 24 hours 15 minutes per week**  
**Enniskillen Library 24 hours per week**  
**Irvinestown Library 8 hours 30 minutes per week**  
**Fintona Library 10 hours per week**  
**Lisnaskea Library 20 hours 15 minutes per week**
- Times/pattern of work to be agreed as for the place of work. Working patterns may be subject to change.
- Location(s):** **Omagh Library**  
**Enniskillen Library**  
**Irvinestown Library**  
**Fintona Library**  
**Lisnaskea Library**
- The post holder will be based at a public service point and is required to work a pattern comprising a mix of mornings, afternoons, evenings and weekends. The postholder may be required to work alone at a service point. The postholder will also be required to work at any other service point including mobile libraries from time to time to provide emergency staff cover or for training purposes, in particular other libraries within the area they are appointed.
- Responsible to:** Branch Library Manager
- Job Purpose:** Under the direction of the line manager, the postholder will assist in the delivery of all library services. He/she will be a member of a team of front-line staff providing library services to meet the learning, information, leisure and cultural needs of the local community.

### **MAIN DUTIES AND RESPONSIBILITIES**

#### **Core services to clients**

Under the direction of the Appropriate Line Manager:

1. Assist clients to make best use of services and facilities through:
  - a. Handling client enquiries using print and electronic resources (eg books, CD ROM and the Internet);
  - b. Processing requests;
  - c. Helping clients to select and use all library resources and facilities;
  - d. Introducing and explaining library services, rules and regulation to new and existing clients and operating Libraries NI complaints procedure;
  - e. Registering clients.

2. Assist with the routine delivery of the programme of promotional activities to include school class visits, story time, user education events, special initiatives etc.
3. Assist with the day to day routine procedures and the delivery of client focussed library services in the areas of learning, information, leisure and culture to include:
  - a. Shelving, tidying, maintaining books and other resources;
  - b. Circulation e.g.: issue, discharge, and renewal procedures for all resources;
  - c. Operation of information communication technology relevant to the post.
4. Assist with collation of statistics and maintenance of appropriate records as required.
5. Play an active role within the team in ensuring that all services are provided to consistently high standards and comply with current library policy and procedures.
6. Provide the first response to comments and complaints from the public within the guidelines of the Library Services complaint procedure.

### **Staff Development**

1. Attend and participate in training and staff development programmes in compliance with Libraries NI Staff Development Policy, including staff Appraisal.
2. Co-operate as required in the introduction, development and operation of any Information Communications Technology relevant to the grade.
3. Keep abreast of initiatives and developments within the library service.
4. Contribute to the delivery of training on routine aspects of Public Service Point work.

### **Premises and Facilities**

Under the direction of the Appropriate Line Manager:

1. Assist with the maintenance of an orderly, safe and welcoming environment for clients and colleagues in accordance with Libraries NI Health and Safety policy.
2. Assist the line manager to ensure that all equipment is handled with care, maintained according to Libraries NI policy, properly secured and that the service point inventory is accurate and up to date.
3. Contribute as required to the opening and securing of premises and report any problems to the appropriate Senior Officer.
4. Implement Libraries NI policy relating to library charges.
5. Assist with the daily, weekly and monthly completion of standard forms and banking routines in accordance with Libraries NI policy.
6. Any other duties relevant to the grade as may be reasonably required by the Chief Executive or their nominee from time to time.

### **PERSONNEL SPECIFICATION**

Applicants must provide evidence that, by the closing date, they meet the following criteria:

#### **QUALIFICATIONS**

1. a minimum of five GCSE/GCE O levels at grades A\*-C / 9-4 or equivalent, including English and Maths or equivalent/higher qualification.

## **EXPERIENCE**

2. at least one years' experience of working with the public in a face to face customer focused environment
3. experience of using current Information Communication Technology (ICT) for accessing, selecting and using information
4. experience of working in a team environment

## **KNOWLEDGE AND SKILLS**

5. good oral and written communication skills.

## **OTHER REQUIREMENTS AND CONSTRAINTS**

6. be able to work a mix of mornings, afternoons, evenings and weekends both at base and in other service points as required.
7. have no criminal record which would prevent working with children and/or adults at risk.

**The above essential criteria will be used for shortlisting purposes. The panel reserves the right to enhance the shortlisting criteria.**

**NB: In addition shortlisted candidates will be expected to demonstrate the following essential requirements throughout the selection process.**

## **KNOWLEDGE AND SKILLS**

- proficiency in the use of e-mail and the internet to support people using online services/current technology
- knowledge of books and reading, library resources in all formats
- good interpersonal skills.

## **PERSONAL QUALITIES AND ATTRIBUTES**

- ability to work co-operatively in a team environment
- positive approach to customer (internal and external) service
- ability to prioritise tasks and work to deadlines
- approachable and confident
- tact and diplomacy
- open and engaging personality
- flexible.

## **DESIRABLE**

### **EXPERIENCE**

1. Experience of supporting, contributing to or delivering events or activities
2. Experience of providing a face to face service to a diverse range of the public, which must include evidence of working with children and older people, in a customer focused environment.
3. Experience of working in a public, academic or specialist Library

## **SHORTLISTING**

Shortlisting will be carried out on the basis of the information provided against each specific criterion as presented on the application form. Applications will first be considered

against the essential criteria. Where necessary enhanced criteria and/or desirable criteria may be applied.

**Only shortlisted candidates will be called to the next stage of the selection process.**

Where a competition identifies more appointable candidates than there are available vacancies, a Reserve List may be created in order of suitability for further appointments within Libraries NI. This may be used for up to 12 months to fill the same or like vacancies with a similar job description and personnel specification and on the same salary scale, normally within the same location/department without further testing of merit.

***We are an equal opportunities employer. We welcome applications from all suitably qualified persons. All appointments will be made on merit.***

### **TERMS AND CONDITIONS**

These are temporary appointments. The successful candidate will be employed on NJC terms and conditions of service and membership of the Northern Ireland Local Government Pension Scheme is automatic for persons eligible to join. Further information about pensions is available on the NILGOSC website [www.nilgosc.org.uk](http://www.nilgosc.org.uk)

Where applicable the appointment will be subject to satisfactory completion of all procedural and pre-employment checks.

Annual leave entitlement for the full leave year is 23 days (pro rata for part time posts) increasing to 29 days after five years' service. In addition, there are 12 statutory holidays.

Where applicable the successful candidate will be subject to a probationary period of six months.

An unpaid meal break of 30 minutes will normally be taken by employees who are contracted to work four hours or more per day.

### **Travelling and Subsistence**

Travel expenses at rates approved by Libraries NI will be paid in respect of approved journeys necessary as an employee of Libraries NI.

### **Mobility Clause**

The post will be located in an agreed location, or at any alternative premises as may be reasonably required and may be subject to change following consultation with the post holder.

### **Excess Fares**

If you are an employee of Libraries NI and in receipt of excess fares, this provision will cease on appointment.

Information on the selection process is detailed in Libraries NI 'Guidance Notes for Applicants.' It is important that applicants refer to these notes when completing their application form.

## **LIBRARIES NI IS AN EQUAL OPPORTUNITIES EMPLOYER**

**To view Libraries NI's privacy statement please visit [www.librariesni.org.uk](http://www.librariesni.org.uk) or ask Human Resources staff for a copy.**