

Culture Perth and Kinross

Job Profile

Job Title	Casual Library Assistant
Service	Libraries & Information Services
Salary Scale	£13.90 per hour
Location	Various Community or Campus Libraries
Reports to	Library Supervisor / Senior Library Assistant
Responsible for	N/A

Job Purpose

With a very clear customer focus, to assist in the provision of a lending and information service to members of the public in the community library and both public and school communities in the campus library.

Main Accountabilities

- Assisting users and new users of the library, including school pupils and teaching staff where appropriate, ensuring that they are aware of the library and learning services available. Handling joining procedures sensitively.
- Issuing, returning and renewing library materials and checking the availability of items using the Spydus library management system. Helping with requests for new and in-stock items. Helping with stock weeding and exchanges.
- Displaying materials to attract readers. Shelving materials. Ensuring that all areas of the library are tidy and attractive. Helping readers to select the 'right' book.
- Assisting users with enquiries and complaints across all service areas, in person, by telephone or by e-mail, ensuring that messages are correctly noted and passed on without delay.
- Assisting with library displays, special events and promotional activities for adults, young people and children.
- Booking users onto the People's Network using the Netloan system. Assisting members of public and school pupils with computer use.
- Supporting children and adults, including school pupils, using the library with learning and study skills.
- After initial training, delivering Bookbug and other library initiatives
- Undertaking administrative and clerical duties including filing, word processing etc.
- To promote good Health and Safety practice. Keep work areas tidy at all times.
- There will be a requirement to work evenings and Saturdays.
- If lone working, taking responsibility for the opening and closing of libraries.

Knowledge & Experience

- Experience in a busy, customer-facing role, with a friendly and inclusive approach to working with the public.
- Excellent communication and interpersonal skills, with the ability to adapt to different people and situations.
- Strong digital skills, with confidence using Microsoft Office, and learning new systems.
- A love of reading and learning and able to share this with communities and individuals
- Willing to learn new skills that will enhance your knowledge and the customer experience
- Comfortable working with young families, children, teenagers and adults
- Physically able to carry out manual tasks such as moving stock and setting up spaces.
- If working in a campus library, you must be comfortable working with primary and secondary pupils.