

Culture Perth and Kinross

Job Profile

Job Title	Casual Library Assistant
Service	Libraries & Information Services
Salary Scale	GE3 5024 - £14.39 per hour
Location	Alyth Library
Reports to	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.

Main Accountabilities

- Assisting visitors and users of the library ensuring that they are aware of the library and visitor services available.
- 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.
- Ensuring that all areas of the library are tidy and attractive. Helping visitors to access information about the area and 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.
- Booking users onto the People's Network using the Netloan system. Assisting members of public with computer use.
- 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 Saturdays and Sundays.
- If lone working, taking responsibility for the opening and closing of libraries.

Knowledge & Experience

- Experience in a 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.
- Digital skills, with confidence using Microsoft Office, and learning new systems.
- Willing to learn new skills that will enhance your knowledge and the customer experience