

Role Description

Library Assistant

Job Title	Library Assistant
Reports to	Librarian
Hours	Three days (21 hours) per week. Whilst working days will be generally fixed for Thursday-Saturday, flexibility on occasion is desirable.
Salary	c.£13,970

Purpose of Role

The purpose of this role is -

- to assist in the daily administration and management of Morrab Library, and,
- to provide front-of-house information and services to Library members and visitors.

The role demands that the postholder will develop, and thus display, an excellent knowledge of the Library, its contents, and its projects.

There are two established Library Assistant posts fulfilling support functions. This role description covers the core elements common to both posts, although their allocated responsibilities are not identical. Post-holders are expected to take distinct lead responsibilities for specific projects or tasks in line with operational needs and the core purpose of each role.

In this case, the post-holder will be specifically responsible for -

- the oversight and development of the Library management system, KOHA;
- leading the volunteer team in cataloguing our book collection; and
- managing the administration associated with a new Library membership system.

The Library is in the process of re-framing its IT infrastructure. The postholder will be expected to contribute effectively to the required changes, and to ensure that the associated systems are deployed and used effectively. The postholder will also be responsible for assisting in the training and supervision of volunteers, who are an invaluable asset to the Library.

Key Responsibilities

Front desk duties

- Take responsibility for managing reception, greeting members and signing-up new ones.
- Respond to enquiries appropriately.
- Train and manage volunteers to cover the work of the desk and become familiar with the Library.
- Ensure that emails to the Library are checked several times during the day and dealt with appropriately.
- Oversee the EPOS payment system at reception.
- Maintain an excellent knowledge of the layout of the Library and its collections.
- Undertake research as required, and help members to find any information they need.

Cataloguing management

- Oversee and manage all technical aspects of the KOHA system.
- Train and supervise volunteers undertaking digital cataloguing work.
- When supervising volunteers who are cataloguing, check the accuracy of their work.

Membership management

- Assist in accurately maintaining the mailing list of members and supporters - both those with e-mail and without.
- Process membership payments, cheques etc., completing all necessary procedures.
- Work with the Librarian to develop and roll-out a new member management database system.

Website and promotion

- Assist in website design and management
- Provide content to the website - eg: blogs, exhibitions, calendars of events, and updating pages as necessary.
- Contribute to the creation of social media content to promote the Library and engage audiences.

Talks and events

- Assist in the design and production of material (posters, leaflets etc.) to promote talks, events, classes, and other items of interest.
- Assist in developing new ideas for events and programmes.
- Help to organise the Library events - set out chairs, furniture and refreshments for events, lectures and promotional talks as required.
- Attend or organise events where designated as lead representative or advocate for the Library.

Acquisitions

- Allocate and supervise book processing activities to trained volunteers.
- Sift donated material for potential addition to the collections or for sale.
- Support the volunteers involved in preservation and conservation, ensuring that they have the correct kit and notifying the Librarian of purchases required.
- Assist with the reorganisation of spaces as stock grows and changes, or as work on the building releases space for incorporating new collections.

Library Archives

- Work with Librarian to assist volunteers adding existing Archive records to the National Archives' Discovery catalogue.
- Support volunteers undertaking digitising projects as and when required.

Environment

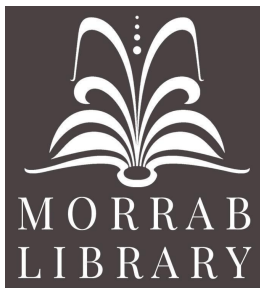
- Ensure that the library is kept clean and tidy, hazard-free and in a good state of repair.
- Continuously evaluate the Library's physical environment to identify necessary repairs and building works, and report to the Librarian over what is required.
- Ensure compliance with the Library's Health & Safety policies and procedures, identifying possible hazards and dealing with them appropriately.

General

- Ensure that all data-related, Health and Safety, laws, regulations and best practices are fully and properly complied with.
- Act as an ambassador for the Library at all times, and as a role model for volunteers and others.
- Encourage dialogue and sharing of interests among Library members and others involved in providing the Library's services.
- Any other duties relevant to the role as required.

The Morrab Library is committed to providing equality of opportunity.

April 2023



Person Specification - Library Assistant

Training, experience and qualifications	
Essential	Desirable
<ul style="list-style-type: none">• Experience of working or volunteering in a library or information setting.• Experience in using library and/or archives information management systems.• Qualification at 'A' Level or equivalent (eg NVQ).	<ul style="list-style-type: none">• Experience in using membership management systems or customer relations databases.• Digital cataloguing experience.• Experience using graphic design packages e.g. Canva.• Experience of using social media for promotion purposes.

Knowledge and skills	
Essential	Desirable
<ul style="list-style-type: none">• Demonstrable knowledge of Macintosh operating systems.• Excellent IT skills, particularly spreadsheets.• Ability to manage time effectively and balance conflicting demands.• High standard of accuracy and attention to detail.• Ability to work independently and use your own initiative.• Ability to handle large items (training will be provided as required), i.e. using ladders, moving chairs and pushing trolleys.	<ul style="list-style-type: none">• Experience in delivering training.• Demonstrable communication and presentational skills.

Personal attributes	
Essential	Desirable
<ul style="list-style-type: none"> • Excellent team-working skills. • Happy to take responsibility when the most senior staff member is off site. • A positive and courteous attitude in dealing with others. • Commitment to excellence in customer service. • An enthusiastic and positive manner in a unique environment. • Flexibility and a willingness to get things done. 	<ul style="list-style-type: none"> • Experience of contributing to organisational development and change. • Demonstrable achievement in carrying out leadership responsibilities. • Commitment to continuing personal development and learning.

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