

St Austell Town Council



Job Description: Library and Information Assistant

Job Title: **Library and Information Assistant**

Responsible to: **Library Manager**

Main responsibilities

Library Duties:

1. To provide a comprehensive library service in line with the six Universal Offers: Reading, Health, Digital, Culture, Information and Learning.
2. To act as a first point of contact for Cornwall Council and St Austell Town Council and provide information for customers by interpreting customer needs and initiating responses to ensure effective resolution of their request.
3. Provide information to help customers serve themselves by using the automated telephone and on-line services.
4. To handle payment transactions for services as required; which may include supporting customers to use electronic and kiosk payments.
5. To use all aspects of IT effectively including social media.
6. To deal with customer complaints in accordance with the Council's complaints process.
7. To assist the St Austell Library Association (SALSA) with the planning and delivery of library events to make St Austell Library a vibrant community hub.
8. To assist with the management of the Performing Arts Library Service in St Austell Library.

General

1. To help maintain a high standard of customer service at St Austell Library.
2. To establish a good knowledge of library resources including the maintenance and presentation of stock.
3. To promote the Library Service to all members of the community.
4. To operate in accordance with the diverse needs of the community to ensure equal access to services.
5. To manage information in line with the Council's policies, procedures and guidance on subjects such as Data Protection and Freedom of Information.
6. To maintain awareness of Council policies and practices regarding the safeguarding of children, young people and adults who may be at risk.
7. To be responsible as an employee under the Health and Safety at Work Act for his/her safety at work and to take reasonable care for his/her health and safety and that of other persons who may be affected by his/her acts or omissions at work.
8. To attend training courses and conferences as required by the Council.
9. To carry out such other duties commensurate with the level of the post and job purpose as required by the Council from time to time.