

Perranzabuloe Parish Council

Job Description

Role Title: Library Assistant
Main Location: Perranporth Library
Responsible to: Perranzabuloe Parish Council
Line Supervisor: Library Manager
Hours of Work: 16 hours / week

Role Purpose:

The Library Assistant will provide Library services at Perranporth Library and support residents to access books and other content.

Main Duties and Responsibilities:

- Establish a good knowledge of Library resources, including the maintenance and presentation of stock and the Universal Library Offer in the themes of reading, health, information and digital access
- Promote the Library Service to all members of the community
- Participate in the delivery of Library centred activities such as reader development activities, story times and events for children and adults
- Offer initial reading choice guidance in line with reader development principles to adults and children
- Handle customer enquiries
- Assess and establish the reason for service requests, suitably prioritise, and take prompt appropriate action in accordance with procedures and instructions
- Process payments; receipt and prepare associated paperwork and electronic records in an efficient and effective manner
- Use customer service IT packages effectively; updating and maintaining computerised systems to ensure the service performs successfully.
- Advise customers of the applicable procedures, proactively resolving wherever possible or escalating to your Line Manager if required
- Operate with due regard to Council's confidentiality policies, GDPR legislation and best practice
- Operate in accordance with the diverse needs of the community to ensure equal access to services
- Work within national health guidelines
- Undertake other delegated duties appropriate to the grading of the post, and to support the future plans of the Parish Council

January 2023