City of Edinburgh Council job description

Post title	**Library Adviser (Community/Outreach)**
Directorate	**Place**
Service	**Libraries, Sport & Wellbeing**
Responsible To	**Community Libraries Officer/ Strategic Libraries Officer**
Number of post holders	**Approx 136 FTE**

Purpose of Job

Contribute to the development and delivery of a high quality, customer focussed library service. Your role is essential in providing individuals and communities access to a vibrant, relevant and inclusive service.

THE WHAT - MAJOR TASKS/JOB ACTIVITIES

In the role, you'll:

- Provide a general reception for customers and partners engaging with the library service.
- Promote and develop your library through new initiatives, existing provision and frontline delivery.
- Support the issue and return of library materials and assist customers to access information, learning and reading resources and to join the library.
- Prepare relevant support and marketing materials for a range of customers, e.g. booklists, and arranging stock displays.
- Prepare and catalogue resources in line with agreed processes.
- Encourage and support individuals to achieve learning outcomes.
- Receive, respond to, and refer customer comments, suggestions, enquiries and complaints in line with council policy.
- Promote digital inclusion by supporting customers to fully engage with technology in their library.
- Maintain a positive and flexible attitude when working with all customers, particularly when responding to challenging behaviour situations and conflicting priorities.
- Undertake engagement and consultation with customers
- Deliver programmes of events and activities and promote literacy and a joy of reading and library services to a wide range of customers including children and young people, and people from groups with protected characteristics
- Work with partners, volunteers, community groups and organisations and other City of Edinburgh Council colleagues to deliver services
- Handle sensitive and personal information in line with appropriate policies and confidentiality guidelines

- Work with team members to ensure that all services are developed and delivered in line with the Council's strategic objectives
- Undertake day to day facility or vehicle management such as building maintenance checks, fire equipment checks, risk assessments etc

The how - knowledge and skills, creativity and innovation, contacts and relationships, decision making

You'll bring:

- A qualification at Nat 5 level or equivalent experience.
- Experience of working with the public and providing excellent customer service
- Excellent numeracy, literacy, problem solving, communication and ICT skills and full appreciation of the importance of high standards of customer care
- Knowledge of library services
- A current valid driver's licence, if you are applying to be part of the Outreach library team and will be driving the library mobile vehiclesExperience of using relevant computer systems and an understanding of administrative procedures

In the role you'll:

- Work within agreed guidelines and follow procedures, whilst using some discretion as to how tasks are delivered
- Use creativity to solve customers enquiries, requests and issues. You will also work proactively to develop a range of activities and events to promote and enhance service delivery
- Undertake a range of tasks which may vary according to location including preparing bank pay-ins, inputting data, reshelving stock and planning and delivering events and activities

You'll regularly take decisions on:

- The best way to support a customer with their enquiry.
- Supporting less experienced colleagues, volunteers and/or work placements to carry out the daily delivery of the library service.
- When to escalate incidents to your Assistant Libraries Officer or Libraries Officer.
- Ensuring the tasks you are completing are in line with relevant legislation, regulations, policies and procedures
- The appropriate course of action in case of an emergency, in accordance with council procedures

The decisions you take will:

- Have an impact on the customer and their experience of the library service.
- Have an operational impact for the delivery of the library service.

Have safety and reputational consequences for the service, building and the Council.

Environment (work demands, physical demands, working conditions, work context)

You'll normally work:

- In a busy environment where you will often have to reprioritise workloads in response to unforeseen pressures and tasks
- You'll serve a wide range of customers with different needs where there may be challenging behaviours which require you to adopt a positive and flexible attitude following appropriate guidelines
- In direct contact with a diverse range of customers for approximately 60-90% of the time and will be required to lift and carry approximately 10-40% of the time, outreach team will be required to lift and carry approximately 30-50% of the time
- Within the range of normal office-based activities in terms of working environment
- With an understanding that resilience is required when engaging and supporting vulnerable or challenging individuals or situations
- With IT equipment, in line with the Council's policy and guidelines
- In different locations and settings across the library service and will not always be based in one location
- If part of the Outreach Team you will work in variety of locations including primary schools, care homes, the mobile library depot and on mobile library vehicles. You will be required to undertake driving between 10-15% of the time on a range of vehicles including transit vans and mobile library vehicles up to 7.5 tonnes.
- In a team but also be required at times to work on your own, depending on the needs of the service, e.g. Outreach service includes regular lone working
- Using your own initiative and regularly unsupervised with access to an Assistant Libraries Officer or Libraries Officer by telephone

Supervision and management of people

You'll be responsible for:

- Supporting and mentoring colleagues, including new team members, volunteers, work placements and modern apprentices but will have no direct line management responsibility

Resources the job holder will be responsible for

- You will have shared responsibility in ensuring that all data, records and systems are kept up to date and accurately collated and recorded
- Undertaking security checks of buildings or vehicles to ensure the safety of library customers and reporting issues for repair by relevant qualified services
- Opening and closing library buildings and library vehicles, ensuring they are ready for public use and securing them at the end of the day, in accordance with guidelines.

Additional information - health and safety

Protecting the health and safety and welfare of our employees, and our third parties including members of the public, contractors, service users and students, is the starting point for a forward-thinking Council.

All employees' responsibilities:

1. Taking care of their own health and safety and welfare, and that of others who may be affected by their actions or omissions.
2. Co-operating with management and following instructions, safe systems and procedures.
3. Reporting any hazards, damage or defects immediately to their line manager.
4. Reporting any personal injury and work-related ill health, and accident or incident (including 'near misses') immediately to their line manager, and assist with any subsequent investigation, including co-operating fully with the provision of witness statements and any other evidence that may be required.

Line managers have additional responsibilities for ensuring all health and safety risks under their management are identified, assessed and controlled, with specialist input from H&S Advisers and others including Occupational Health where required. Where the risks cannot be adequately controlled the activity should not proceed.

Additional information can be found in the Council Health and Safety Policy