

Job Description

Job title	Community Library Assistant
Directorate	PLACE : Regeneration, Culture and Environment
Division	Culture and Community
Range	MPR 3
Reports to	Partnerships and Learning Manager

Main purpose of the job:

Deliver remote and outreach library services through driving and operating the pop-up library service and the home library service, including selecting, managing and delivering library stock to residents in a range of settings and events including home deliveries as required. To participate in running a range of events and outreach activities for libraries and support other cultural engagement projects as required. To actively promote available services within libraries, archives and the wider council to connect communities, improve wellbeing and promote equality through learning, literacy and engagement in cultural activity. To operate and maintain the electric vehicle fleet of the library service and associated assets.

Liaise with stakeholders in a way that promotes the [vision and values](#) of the Council.

Accountabilities and outcomes:

Operate the pop-up library service, including driving the pop-up library vehicle, loading and unloading equipment cases, setting up operations in a range of settings and delivering library services to ensure that residents can access remote library services across Medway.

Operate the home library service, including selecting and issuing stock for residents, driving the home delivery vehicle and making deliveries and collections of stock to residents across Medway in order to ensure that residents who are unable to visit a physical library location can access library services.

Maintain the pop-up library and home library vehicles including carrying out routine checks of vehicle components and bodywork, cleaning, charging and arranging regular servicing/MOT testing to ensure that both vehicles are roadworthy and safe for use.

Manage stock for the pop-up library and home library service, including replenishing stock levels after visits, selecting stock for library customers and issuing/discharging library stock to ensure customers can access a wide range of library stock remotely.

Deliver and support public events for all ages and groups through the pop-up library service to further reader development and service engagement.

Work with library colleagues, children, young people, schools, Medway Council colleagues and other stakeholders/stakeholder groups on a regular basis to connect communities, improve wellbeing and promote equality through learning, literacy and engagement in cultural activity.

Publicise and actively promote library services and stock in order to promote service engagement and reader development.

Support library customers in using library services including but not limited to e-resources, physical stock and in-branch services in order to ensure customers can make full use of library resources.

At the discretion of the Head of Service, such other activities as may from time to time be agreed consistent with the nature of the job described above.

Key Corporate Accountabilities:

To work with colleagues to achieve service plan objectives and targets.

To understand and actively keep up to date with GDPR responsibilities, including completing regular refresher training.

Safeguarding is everyone's responsibility: all employees are required to act in such a way that safeguards the health and well-being of children and vulnerable adults.

To participate in the Performance Appraisal process and contribute to the identification of own and team development needs utilising the Career Development Framework.

To actively promote the Council's Fair Access, Diversity and Inclusion Policy and observe the standard of conduct which prevents discrimination taking place.

To ensure full compliance with the Health and Safety at Work Act 1974, the Council's Health and Safety Policy and all locally agreed safe methods of work.

To fully understand and be aware of the commitment to the duty under Section 17 of the Crime and Disorder Act 1998 to prevent crime and disorder.

Promote the Medway Carbon Neutral by 2050 commitment; supporting the Council action plan to ensure we play our part in addressing the climate emergency.

Organisation:

This role reports to the Partnerships and Learning Manager

The post holder will not be required to line manage others but may be required to direct, coordinate or train other employees.

The post holder will be required to liaise with all stakeholders both internal and external to the organisation.

Working Style:

MOBILE - will have a designated base but are generally working out in the field. They will only come into office space for meetings or touchdown. They are often not constrained to normal core working hours.

Person specification

All criteria at level A are considered essential unless stated otherwise.

Qualifications

Level A

- A good standard of general education with a minimum of 5 GCSEs or equivalent level 2 qualification, including Maths and English at grade 4-9
- Full driving licence valid for use in the UK

Level B (in addition)

- Continued CPD to support service delivery and expansion

Level C (in addition)

Knowledge

Level A

- Knowledge of library resources, including physical stock, e-resources, applications and support services.
- Knowledge of the range of council services available through libraries and community hubs
- Knowledge of routine vehicle maintenance
- Knowledge of proper manual handling techniques
- An awareness of confidentiality, GDPR Legislation and Data Protection procedures.
- An awareness of equality, diversity and inclusion

Level B (in addition)

- High level knowledge of Medway's geography
- Knowledge of wider council service offers relevant to library customers

Level C (in addition)

- Knowledge of advanced driving techniques for fuel consumption efficiency
- Knowledge of service and council objectives relevant to service
- Knowledge of external/internal partner services relevant to library customers

Experience

Level A

- Experience of working in a library or other relevant customer led environment (e.g. retail, doctors' surgery, hospitality)
- Experience of driving medium and large vans and undertaking routine maintenance tasks.
- Experience of working in a mobile/remote job role
- Experience of working on events and delivering services in outdoor public settings (e.g. retail, festival/event work)

Level B (in addition)

- Experience operating electric/hybrid fleet vehicles
- At least 12 months experience operating a mobile, pop-up or delivery library service in a wide variety of indoor and outdoor settings

- Experience of selecting stock for library customers based on past borrowing history and likely interests

Level C (in addition)

- Experience delivering outreach library services at festivals and events within Medway
 - Experience of carrying out high level stock management for the pop-up library service
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Skills

Level A

- Proficient in the use of Microsoft Word, Excel, Teams and Outlook
- A good standard of physical fitness including the ability to carry out manual handling of large objects
- Able to complete a range of tasks with a high degree of accuracy such as data entry and mathematical calculations
- Able to use judgement and creativity to assess situations and solve varied problems and/or develop short term plans
- Able to work with minimal supervision, referring to a manager as required.
- Able to communicate clearly and effectively with a range of audiences using a variety of communication methods.
- Able to deal with work-related pressure, for example from competing deadlines and/or conflicting demands
- Able to deliver a range of public events
- Able to work with adaptability and flexibility
- Able to create an inclusive environment where library users feel a sense of belonging regardless of background.
- Able to drive vans of varying sizes and body types, including electric vehicles
- Good customer service skills

Level B (in addition)

- Able to work in remote or outdoor settings for extended periods of time with no direct access to a line manager
- Advanced driving skills sufficient to safely operate a large vehicle within a built up, high density urban centre
- Able to levy payments by cash and card with a high degree of accuracy
- Able to carry out banking and similar financial processes with a high degree of accuracy

Level C (in addition)

- Able to act as an effective on-site duty manager for the pop-up library or other off-site library engagement events
- Able to provide in-depth support for customers to access remote/digital library services such as e-lending and web services
- Able to operate as a back up driver for the library delivery van
- Able to assist with and/or deliver library events in remote settings.