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| **Job Description** | |
| **Post title** | Library Support Officer |
| **JE Reference No** | N8882 |
| **Grade** | Grade 5 |
| **Service** | Regeneration, Economy and Growth |
| **Service Area** | Culture, Sport & Tourism – Culture & Sport Service Management |
| **Reporting to** | Senior Librarian |
| **Location** | Any Council workplace within County Durham. |
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| **DBS** | This post is not subject to a disclosure. |
| **Flexitime** | This post iseligible for flexitime. |
| **Politically restricted** | This post is not designated as a politically restricted post in accordance with the requirements of Section 1(5) of the Local Government and Housing Act 1989 and by regulations made from time to time by the Secretary of State. |

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| **Description of role** |

**Working alongside**: Growing & Learning service colleagues and the wider Culture, Sport and Tourism service.

**Responsible for:** Supporting Senior Librarians in the effective countywide management of library stock and resources, supporting library distribution and the delivery of library projects.

**Responsive to:** Elected members, Area Action Partnerships, residents, community groups, external partners and clients.

To support the Senior Librarians in the efficient and effective delivery of a library support and development function, including supporting the management, research and procurement of the stock supplies, the distribution of stock between libraries and to targeted audiences and special projects to ensure the service contributes to wider service and county outcomes.

To provide advice and support to the Senior Librarians on all matters relating to area of work.

To be responsible for the employees and budgets for the area of work.

To be an excellent role model for other employees who looks to exceed customer and stakeholder expectations.

To be commercially aware and committed to improving the financial performance of the function.

To contribute, as necessary, to the overall success of the service area and the organisation as a whole.

To participate in working groups and inter departmental teams whose work contributes towards the delivery of effective and efficient services and assists in achieving the council’s key outcomes.

To ensure that effective working relationships are developed and maintained with internal and external partners, organisations, customers and other stakeholders.

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| **Duties and responsibilities** |

Listed below are the main duties and responsibilities applicable to this post :

* In liaison with the Senior Librarians work to an annual service and financial plans to deliver against both commercial and social objectives.
* Work with the Senior Librarians to ensure effective communication between the improvement functions and the geographical locality teams, to provide successful service wide outcomes.
* To support the Senior Librarians in the delivery of the all three focus areas including the stock management, stock distribution including mobile and personalised book services and special projects:
* In stock management to support the administration to cataloguing, classification and inter library loans whether in house or bought in from external providers.
* In stock distribution to support on acquisition including order processing, movement and maintenance of stock, transport coordination. Assessment of clients for personalised services and liaison with volunteer distribution channels.
* In special projects to support on a variety of tasks from research issues, customer satisfaction and performance/data management to development of new approaches, including programming and development of interest groups and partner meetings.
* To support the Senior Librarians in exploring alternative and innovative approaches to delivery of library services which extend reach and opportunity for individuals and communities to reflect, learn and grow, within a reduced funding environment.
* To be responsible for the division of own work and delegation to that of the Library Support Assistants/Apprentices and others from time to time.
* To support the implementation of change and business development opportunities, where appropriate, to ensure the ongoing success of the service.
* To understand and work towards a clear outcomes framework for the service.
* To provide effective co-ordination of all key customer service requirements across the service.
* To lead, develop and support all designated employees within the post holder’s region.
* To ensure that the service within the scope of responsibility are operated with due regard to all relevant legislation, operating guidance and best practice.
* To work closely with other employees, internal and external partners in supporting and developing policy and approaches which increase participation in Culture, Sport and Tourism.
* To act in a manner which is credible, professional and that promotes a positive image of the organisation.
* The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by the Strategic Manager or Head of Service.

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| **Organisational responsibilities** |

* **Values and behaviours**

To demonstrate and be a role model for the council’s values and behaviours to promote and encourage positive behaviours, enhancing the quality and integrity of the services we provide.

* **Smarter working, transformation and design principles**

To seek new and innovative ideas to work smarter, irrespective of job role, and to be creative, innovative and empowered. Understand the operational impact of transformational change and service design principles to support new ways of working and to meet customer needs.

* **Communication**

To communicate effectively with our customers, managers, peers and partners and to work collaboratively to provide the best possible public service. Communication between teams, services and partner organisations is imperative in providing the best possible service to our public.

* **Health, Safety and Wellbeing**

To take responsibility for health, safety and wellbeing in accordance with the council’s Health and Safety policy and procedures.

* **Equality and diversity**

To promote a society that gives everyone an equal chance to learn, work and live, free from discrimination and prejudice and ensure our commitment is put into practice. All employees are responsible for eliminating unfair and unlawful discrimination in everything that they do.

* **Confidentiality**

To work in a way that does not divulge personal and/or confidential information and follow the council’s policies and procedures in relation to data protection and security of information.

* **Climate Change**

To contribute to our corporate responsibility in relation to climate change by considering and limiting the carbon impact of activities during the course of your work, wherever possible.

* **Performance management**

To promote a culture whereby performance management is ingrained and the highest of standards and performance are achieved by all. Contribute to the council’s Performance and Development Review processes to ensure continuous learning and improvement and to increase organisational performance.

* **Quality assurance (for applicable posts)**

To set, monitor and evaluate standards at individual, team and service level so that the highest standards of service are delivered and maintained. Use data, where appropriate, to enhance the quality of service provision and support decision making processes.

* **Management and leadership (for applicable posts)**

To provide vision and leadership to inspire and empower all employees so they can reach their full potential and contribute to the council’s values and behaviours. Managers and leaders must engage in personal development to ensure they are equipped to lead transformational change; always searching for better ways to do things differently to meet organisational changes and service priorities.

* **Financial management (for applicable posts)**

To manage a designated budget, ensuring that the service achieves value for money in all circumstances through the monitoring of expenditure and the early identification of any financial irregularity.

*The above is not exhaustive and the post holder will be expected to undertake any duties which may reasonably fall within the level of responsibility and the competence of the post as directed by your manager.*

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| Person specification | | |
|  | Essential | Desirable |
| Qualifications | * NVQ Level 3 or equivalent in a related subject. | * City and Guilds Library Assistants Certificate. |
| Experience | * Experience of bibliographic support processes e.g. handling invoices, acquisitions/cataloguing, inter library loans. * Supervision of staff in a library environment * Working within a changing environment. | * Previous experience in a library or information sector. |
| Skills & Knowledge | * A thorough knowledge and interest in books and reading. * Good numeracy and literacy. * Supervisory skills. * Excellent keyboard and ICT skills, and awareness of e-technology in libraries. * Due to the requirement to drive a County Council vehicle in this role, appointment will be subject to the production of a valid driving licence for the required category of vehicle and the satisfactory completion of an in-house Driver Induction Assessment. | * Knowledge of information technology applications relating to library services. * Basic knowledge of Dewey Decimal classification scheme. * Working knowledge of basic bibliographic tools. |
| Personal Qualities | * Approachable and customer focussed. * Enjoying working with people. * Ability to work as part of a team. * Ability to work without supervision. * Ability to lift and carry books and other materials. | * Ability to work under pressure * Ability to meet deadlines * Ongoing commitment to Continuous Professional Development (CPD) and sector networking. |