**Cambridgeshire Libraries**

**The role of a Community Library Assistant**

**What We Do…**

Cambridgeshire Libraries has 33 libraries across Cambridgeshire and a fleet of 3 mobile libraries. There are also 12 Community Managed Libraries across the county. Each of our libraries are unique, in that they reflect the diverse communities they serve.

A library provides opportunity, ensuring freedom and equal access to information for all members of the community. We offer a variety of services and support, to enable us to do this: [Library services and facilities - Cambridgeshire County Council](https://www.cambridgeshire.gov.uk/residents/libraries-leisure-culture/libraries/visit-a-library/services-and-facilities) and [Advice and support from libraries - Cambridgeshire County Council](https://www.cambridgeshire.gov.uk/residents/libraries-leisure-culture/libraries/advice-and-support)

Please see our website for an insight into the range of resources we provide, including books, magazines, E-books, E-audio books, reference libraries and so much more: ([www.cambrigeshire.gov.uk/library](http://www.cambrigeshire.gov.uk/library))

In addition, our libraries provide cultural opportunities through events, that entertain and inspire as well as services offering space for people and information to come together. Please see our events listings, ([Library news and events - Cambridgeshire County Council](https://www.cambridgeshire.gov.uk/residents/libraries-leisure-culture/libraries/news-and-events)) and The Library Presents Programme (an Arts Council Funded Cultural initiative) [The Library Presents - Cambridgeshire County Council](https://www.cambridgeshire.gov.uk/residents/libraries-leisure-culture/libraries/news-and-events/the-library-presents) for a small sample of the variety of events we deliver.

We are very proud to work with several partners and volunteers ([Volunteering with libraries - Cambridgeshire County Council](https://www.cambridgeshire.gov.uk/residents/libraries-leisure-culture/libraries/get-involved/volunteering-with-libraries)), to help enhance our service and help us to deliver the very best for our communities. For example, we work closely with the Reading Agency and Local Schools to deliver the Summer Reading Challenge for primary aged children across the county.

The role of a Community Library Assistant is essential to deliver this statutory service, we look for people with a natural flair for friendly customer service and a desire to help people.

**How We Work…**

Each library will fall into a category of either a “hub library” or a “community library”.

Typically, a “hub library” is a larger library, with a team of Community Library Assistants working within it either on a full time or part time basis. You will work together to deliver customer service and the various duties within your role.

Smaller, community libraries form a cluster with each hub library, together these groups of libraries make up a wider team with the hub library offering support to the smaller libraries.

If your contract states “mobile”, you will be required to also cover those community libraries.

A “community library” is a smaller library, typically *single staffed*. This means that once you have completed your induction programme and feel confident, you will be single staffed (alone) on your shift.

**As a Community Library Assistant, you will…**

* Love helping people and be able to deliver excellent customer service.
* Be able to stay calm, in sometimes challenging customer interactions. The ability to show empathy and having strong listening skills is vital.
* Be able to work in a past paced environment.
* Be able to grasp IT systems quickly. (Full training will be provided on specialist systems)
* Have an understanding of the importance of Equality and Diversity.
* Have the opportunity to be creative. (Creating book displays, planning and delivering a variety of events, working with our colleagues in The Library Presents teams).
* Be able to handle the physical demands of the job – (shelving, moving boxes, working at height)
* Be able to work some unsociable hours (please see timetables of jobs below, but all positions have an element of late evening and weekend working).

Library work can be challenging but also incredibly rewarding. Full training and support is provided.

**What could a typical day look like?**

Everyday is different within the library service! There is scope to be creative, but some routine work is also expected. Below are two examples of a typical working day:

8.45 – Prepare library for opening

9.00 - 9.30am – Look for customer requested items

9.30 - 10.30 – Reception desk / meet and greet answering customer enquiries

10 minute break

10.40 – 12.00 Noon – Assist a colleague with delivering a school class visit

12.00 -1.00pm – Reception desk / meet and greet / answering customer enquiries

1.00 – 2.00pm – Lunch break

2.00 – 3.00pm – Processing incoming delivery of items requested and new stock.

3.00 - 3.30pm – Providing online digital assistance to customers including bus pass applications etc.

3.30 - 4.15pm – Putting up a display

4.15 – 5.00pm – Shelving returned items

5.00 - 5.15pm – Close down of library

8.45am – Prepare library for opening

9.00 - 9.30am – Online training session

9.30 – 10.00am – Shelving returned items

10.00 – 11.00am – Delivering an under 5’s storytime session

10 minute break

11.10am – 12.00 Noon – Reception desk / meet and greet / answering customer queries

12.00 – 1.00pm – Shelf tidying and on hand for customer enquiries

1.00 – 2.00pm – Lunch break

2.00 – 3.00pm - Upcoming event publicity and social media content creation

3.00 – 4.00pm – Reception desk / meet and greet / answering customer queries

4.00 – 5.00pm – Placing book group reservations / completing stock work

**Induction process**

The Council’s probation period is 24 weeks long. During this time, individuals will receive training to introduce them to Cambridgeshire County Council, Cambridgeshire Libraries and the role of a Community Library Assistant. We have a library specific induction programme, to track and support your learning and development as you gain further understanding into the role. You will have the opportunity to shadow a variety of colleagues both in your hub and community libraries, as well as outside your District when necessary.

**Our Current Vacancies…**

We are currently advertising for an 11 hours per week post in Cottenham. Please see details below:

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| --- |
| **Community Library Assistant Cottenham Library - 11 Hours Per Week** **Monday Tuesday Wednesday Thursday Friday Saturday** |
| Week 1   |   | 2.00 – 5.15  |   | 2.00 – 5.15  |   |   |
| (3.25)  | (3.25)  |
| Week 2   | 12.45 - 6.15 (5.5) | 2.00 – 5.15  |   | 2.00 – 5.15  |   | 9.45 – 1.15  |
| (3.25)  | (3.25)  | (3.5)  |

**Terms and Conditions…**

The full-time starting salary is £21,575 per year for Community Library Assistants with the possibility to progress to £21,968 per year (dependent on performance and annual rating). **This is pro-rated for part time contracts.**

The role comes with 24 days annual leave, which increases with length of service. The Council also offers an option to purchase up to a further 4 weeks leave per year following completion of a successful probation period and with approval from your line manager.

We offer a generous reward and benefits package including:

* Salary increases are performance based. We look for people excelling in their role.
* Excellent index-linked, defined benefit pension scheme including life assurance benefits.
* Occupational maternity/paternity and shared parental leave – well above the statutory minimum.
* Occupational sick pay with access to occupational health and a free employee support and counselling service.
* Extensive training and personal development opportunities including apprenticeships currently up to degree level.
* Great range of retail benefits.

We welcome applicants from all walks of life. If you feel this is the job opportunity for you, we would love to see an application from you.

**It is very important that you evidence your suitability for the role against each criterion listed in the Person Specification – with examples to illustrate your points.**

For more information on any aspect of this role, please use the contact details provided within the main advert. Thank you.