

Recruitment Pack for

Senior Library Assistant

Dear Applicant

Post: Senior Library Assistant (Mobile and Outreach Services)
Job Ref 0650
Closing Date: Friday 8th July 2022

Thank you for the interest you have shown in our Senior Library Assistant post with Live Borders.
You will find the following enclosed:

- Introduction to Live Borders
- Aims and Values
- Job Description and Person Specification
- Conditions of Employment

The enclosed information provides you with details about our organisation to assist you with your application.

If you would like to apply for this post, you will find an Application Form & Guidance along with an Equal Opportunities Monitoring Form. Please complete both and return to recruitment@liveborders.org.uk

Introduction to Live Borders

Live Borders is the sport, leisure and culture trust for the Scottish Borders – this means we are a charity. Our aim is for everyone living, working and visiting the Borders to be **healthier, happier and stronger**.

Live Borders is governed and led by a Board of 15 Trustees who set the strategic direction and monitor performance of the organisation.

Our Strategic Vision

Vision: Everyone living in, working in, and visiting the Borders to be healthier, happier and stronger.

Mission: We use our energy, enthusiasm and knowledge to support more people to experience more, learn more, and move more.

Strategic Goals:

- Expand levels of participation
- Grow our earned income
- Develop plural funding streams
- Build on our reputation for great customer service
- Be a sustainable charity
- Nurture our people.

Our Aims and Values

At the heart of Live Borders is our commitment to improve lives through physical activity, sport and culture. We use our energy, enthusiasm and knowledge to support people to experience more, learn more and move more.

Our Values underpin all that we do: [Live Borders Values](#)

Every penny spent with us is reinvested into supporting active, creative and healthy communities.

The executive team, made up of our CEO and 3 Directors, provide the strategic lead on the management and development of Live Borders to ensure we are a sustainable, dynamic and flexible organisation fit for the future and that meets our stated outcomes.

As we re-emerge from the challenges of Covid 19 and a lockdown which has seen Live Borders unable to deliver any of its services to customers we are now entering a period of recruitment to meet our new ways of working and our ever expanding programmes of activity. Here are some of the ways in which the way we do things are different:

<https://www.liveborders.org.uk/what-to-expect-getting-you-back-safely/>

JOB DESCRIPTION AND PERSON SPECIFICATION

POST	Senior Library Assistant – Mobile and Outreach Services
Reports to:	Community and Engagement Officer

PURPOSE

- To be responsible for the day to day routines and procedures of the mobile library.
- To assist in the provision of high quality mobile and outreach service.
- To promote a positive, welcoming and helpful image of libraries and services to residents of and visitors to the Scottish Borders.

PRINCIPAL DUTIES & RESPONSIBILITIES

1. Carry out day-to-day library routines and processes including the issue, return, shelving and maintenance of library materials, reservations, library member registration and the receipt and control of income, to ensure the efficient and effective delivery of services. Ensure that mobile library stock is displayed and maintained in good order. Ensure that notices and leaflets on display are up-to-date, and displayed in appropriate holders or on notice boards.
2. To drive the mobile library vehicle and undertake general oversight of cleanliness and minor maintenance (e.g. checking tyre pressures, fuel, oil and water levels etc). Carry out usual driver maintenance checks, including security of vehicle. Ensure that MOTs, tax, safety checks and services are obtained and/or carried out timeously.
3. Take responsibility for the day-to-day organisation and control of the mobile library, ensuring that members of the public adhere to the Library Management Rules, and that mobile and outreach services are delivered in accordance with scheduled timetables. Ensure that Library Service managers and service users are notified of any unscheduled breaks in service.
4. Plan and organise own workload to complete work within set frameworks, standards and timescales
5. Use the library management system, and computer back-up systems to maintain accurate records including loans, requests and overdue notifications, in order to provide management information and statistics on the use and deployment of resources.
6. Ensure that stock collections held on the mobile libraries are maintained, developed and exploited in accordance with Library Services Stock management policies to meet the needs and preferences of service users. Contribute to the selection of mobile library and outreach services stock to ensure that stock budgets are effectively and efficiently utilised, carrying out stock editing, filing and other stock maintenance procedures as required.
7. Implement arrangements for the acquisition, borrowing, and return of library materials and collections from other libraries. Keep records of all content and collections transactions and records of statistical information required to inform performance reporting, statistical returns and audits.

8. Collect library fines and charges, and other income, reconciling monies with the underlying transaction records. Control and account for any allocated petty cash, and cash floats in accordance with Live Borders procedures and the Live Borders Financial Regulations.
9. Use initiative to deal flexibly with customers' enquiries and requests, within the appropriate Live Borders and Library and Information Services policies and procedures. Establish the scope and objectives of enquiries with library service users, and use relevant techniques and tools to help users find appropriate sources and materials. Use good judgement on whether to deal with queries personally or seek advice from more experienced staff, line managers or specialist librarians, to ensure that customer satisfaction is achieved.
10. Treat service users, suppliers and colleagues with respect at all times, in line with Live Borders Equal Opportunities policy. Ensure that all services are delivered and all processes are carried out in line with Live Borders policies, procedures, and relevant legislation.
11. Participate in appropriate project work and activities, and actively contribute to the promotion of library and information services, events and activities e.g. seasonal events and activities for children; class visits, Bookbug
12. Assist service users to make best use of outreach and mobile library services, in line with Live Borders Equality and Diversity policies and guidelines, providing additional assistance for users with a disability, as required. Ensure that mobile and housebound services are delivered and all processes are carried out in line with Live Borders policies and procedures, and relevant legislation.
13. Operate professionally at all times, both as an individual and as a team member, for the benefit of the customer, contributing ideas, suggestions and feedback on ways to improve services and stock provision, increase active library membership, increase the number of visitors and raise the profile of Library and Information services.
14. Ensure the effective management of the health, safety and well-being of colleagues, library users and anyone else affected by the work activities, through the implementation of and compliance with health, safety and well-being policies, procedures and arrangements.
15. Work with colleagues to build and maintain effective customer relationships and to deliver continuous improvement in library and customer services. Ensure that the Line manager is kept informed of any operational problems.
16. Assist with library events and activities, and participate in Library and Information Service promotions and marketing activities.
17. Participate actively in all learning and development activities necessary, including certificated courses (eg SVQs) and any necessary driver training, as required
18. Provide relief staffing cover at other service points as and when required
19. Undertake a range of administration duties as required, in order to contribute to the efficient running of Mobile Library and Outreach Services, and Library and Information Services

OTHER DETAILS:

This post will involve lone working and may include evening work.
 Postholder may be required to undertake duties outwith normal working hours.

Requirement for PVG/Disclosure check – no

Note: the salary/pay of all posts within Live Borders will be subject to a further review and evaluation.

Person Specification

EDUCATION			
Essential	Assessed by	Desirable	Assessed by
3 SCE Standard Grades or equivalent, including English	A	A qualification in Library and Information Science ECDL (European Computer Driving Licence), PC Passport or equivalent	A
EXPERIENCE			
Essential	Assessed by	Desirable	Assessed by
Experience of working with computers and office technology	A	Experience of filing systems and keeping records	I
Experience of working with the general public – customer care experience	A	Experience of working in libraries	I
SKILLS AND KNOWLEDGE			
Essential	Assessed by	Desirable	Assessed by
Excellent communication and interpersonal skills	A/ I	Knowledge of library systems and procedures	I
Sound general knowledge			
Accuracy and attention to detail			
Proven PC skills, including a knowledge of MS Office			
PERSONAL ATTRIBUTES			
Essential	Assessed by	Desirable	Assessed by
Genuine interest in helping the public	I		
Ability to work along or as part of a team	I		
Flexible and adaptable	R		
Self motivated and able to show initiative	I		
Good organizational ability			

KEY

- A - Application
- I – Interview
- R– Reference
- T – Test

SUMMARY OF CONDITIONS OF SERVICE

Location:	Galashiels Library (colleagues may be required to work at any Live Borders site during their career with us).
Hours of Work:	Various hours per week, worked as agreed with line manager
Payment Method:	Paid monthly on the last banking day of each month.
Annual Leave:	Up to 2 years' service = 30 days (pro-rata for part time) Increases by an extra day after completion of two years' service by commencement of the leave year. An additional day accrued for each completed year of service up to max of 5 additional days.
Public Holidays:	4 designated public holidays per year (pro-rata for part time)
Notice Period:	4 weeks, as detailed in any offer of employment
Pension:	Option to join Group Personal Pension; employee contribution from 5% with the option to join the Local Government Pension Scheme after 5 years' service.
Equal Opportunities:	Live Borders is an Equal Opportunities Employer and considers applicants on their suitability for the post regardless of sex, race, religion, disability or sexual orientation.
Sickness Allowance:	Employees with less than 6 months' service get Statutory Sick Pay (SSP) only. Occupational Sick Pay is available to employees with more than 6 months' service (when the sickness commences) and starts from 5 weeks' full pay/ 5 weeks half pay and increases to a maximum of 26 weeks' full pay/ 26 weeks half pay after 5 years' service.
Presentation:	Live Borders has strict standards of presentation; which staff are required to comply with. Uniforms are provided for the majority of posts where provided these must be kept clean and well presented. Where a uniform is not provided appropriate business dress is expected.
Other Benefits:	Free access to all our sports facilities Cycle To Work Scheme Access to ASVA Healthy Extras – includes retail discounts and access to health and wellbeing services

Please note that this is a summary of Live Borders conditions of service. If you are successful at interview and are offered employment, the specific conditions that apply to you will be detailed in your contract.

INFORMATION FOR ALL JOB APPLICANTS

Evidence of Right to Work in the United Kingdom

As a result of the Asylum and Immigration Act 1996, Live Borders requires every employee to provide evidence of eligibility to work in the UK. This will be required from the successful candidate prior to the appointment being made. Please do not send documentation at this stage. There are a number of specified documents which you could provide, some of which are list below. Only one is required:

1. A passport describing the holder as a British Citizen
2. A passport containing a Certificate of Entitlement issued by, or on behalf of the Government of the United Kingdom, certifying that the holder has the right of abode in the UK.
3. A passport or national identity card issued by a State which is a party to the European Area Agreement and which described the hold as a national of that state.
4. A registration card which indicates that the holder is entitled to take employment in the UK
5. A birth certificate issued in the United Kingdom or in the Republic of Ireland, with documentary evidence of their National Insurance Number.
6. A certificate of registration or naturalisation as a British citizen, with documentary evidence of the National Insurance Number.

Disclosure Scotland

The successful candidate will be subject to a Protecting Vulnerable Group registration to become a member of the Disclosure Scotland PVG Scheme, if this a requirement of the post. The cost of this registration will be met by Live Borders.

Live Borders

For more information about Live Borders please visit our website www.liveborders.org.uk

Please contact our People Team on recruitment@liveborders.org.uk if you require any other information about working for Live Borders.