



# LIVE BORDERS

RECRUITMENT PACK

Relief Library & Information Assistant

## ABOUT LIVE BORDERS

Live Borders is a forward-looking charitable trust at the heart of the Scottish Borders, delivering active, creative, heritage, life-long learning and community services that make a real difference to people's lives.

We exist to help communities thrive - physically, creatively and socially. Every day, our teams support people to be active, curious and connected, whether that's through sport and fitness, libraries and learning, arts and heritage, museums, events or community programmes.

Since our establishment in 2016, Live Borders has brought together sport, leisure, culture and learning services into one organisation with a shared purpose: to improve wellbeing, reduce inequality and strengthen communities across one of Scotland's most distinctive regions.

## A PLACE-BASED ORGANISATION DELIVERING SOCIAL IMPACT

The Scottish Borders is a unique place - rural, diverse and deeply connected to its communities. Live Borders reflects that. We deliver services across towns, villages and rural communities, reaching people of all ages and backgrounds.

Each year, we support more than a million visits to our sport and leisure facilities and hundreds of thousands of visits to our cultural venues and services. But our ambition goes beyond numbers. We want to ensure that what we offer is relevant, inclusive and responsive to the changing needs of the communities we serve.

We reinvest every penny we generate back into services and communities, ensuring public value and social impact sits at the heart of everything we do.

## A TIME OF OPPORTUNITY AND CHANGE

Live Borders is on an exciting journey. With new leadership and a clear focus on impact, we are strengthening how we engage with communities, partners and stakeholders, and how we tell our story.

This is a place for people who want to make a difference - who are motivated by purpose, but also excited by change, improvement and innovation.

## A MESSAGE FROM OUR CHIEF EXECUTIVE



# ***THANK YOU FOR YOUR INTEREST IN JOINING LIVE BORDERS.***

Live Borders plays a vital role in the life of the Scottish Borders. Every day, our teams support people to be active, creative, curious and connected, through active living, creativity, culture and heritage, learning and community services. The impact of this work is felt across our communities, and it matters deeply.

We are a values-led organisation with a strong sense of purpose, and we are also one that is evolving, responding to the changing needs of our communities, the challenges facing the public and third sectors, and the opportunities ahead of us. This is a moment to be ambitious, thoughtful and bold about how we deliver our services and how we engage with the people we serve.

Everyone who works at Live Borders plays a part in our success. We are looking for people who care about people and place, who bring ideas, enthusiasm and commitment, and who want to do work that makes a positive difference. Whether your role is frontline, operational, specialist or strategic, you will be supported to contribute, grow and do your best work.

At Live Borders, we value openness, inclusion and teamwork. We believe that empowered people deliver the best services, and we are committed to creating an environment where our teams can grow, develop and do their best work.

If you are motivated by purpose, excited by change and keen to be part of an organisation rooted in community and impact, I encourage you to consider joining us.

I look forward to welcoming you to Live Borders.

A handwritten signature in black ink, appearing to read "Cm" followed by a stylized flourish.

Catriona McAllister

Chief Executive  
Live Borders

## THE ROLE

Job Title	Relief Library & Information Assistant
Hour Of Work	Hours/days will be worked as and when required, subject to the poster holder's availability
Salary	Grade 2 £13.78 - £14.12 (£26,585.48– £27,241.43)
Holidays	30 days, plus 4 public holidays
Location	Varies- as required by the Service: (Primary locations for relief cover to be agreed between line manager and postholder).
Reports To	Library Service Development Lead
Closing Date	Sunday 28th June 2026

## JOB PURPOSE

Relief Library and Information Assistants work as part of a team- providing cover for staff holidays, sickness absence, weekend/evening events and planned activities, as part of the Libraries team. Base library may vary and flexibility to carry out relief work at other branch libraries and co-located sites in the Borders is desirable.

The role will contribute to high quality service, including assisting with day-to-day operational running of the library, answering customer enquiries by phone, email and in person, assist with delivering scheduled activities/events including promotion of activities, library e-resources, Borrowbox and Press Reader.

## KEY RESPONSIBILITIES

Include providing excellent service to library customers, issuing/returning books & resources and processing reservation requests using the Spydus Library Management system. Post holder will also be expected to act as a keyholder/and alarm call out, as required.

In addition, Library and Information Assistants will contribute ideas for new initiatives and proposals for the annual programme of events, activities, reader's groups, clubs, talks and outreach. Assist with setting-up for room hires and community group/club meetings, support leaders in delivering activities, BookBug, craft sessions etc, and supporting customers' access to People's Network, photocopying/Princh printing and other IT and digital facilities provided by Live Borders libraries. Postholder will also assist with recording daily footfall statistics, take payments from the public by cash and credit card and contribute to weekly & monthly reports for collecting performance/participation statistics and recording income/fees, gifts and donations.

## SKILLS, KNOWLEDGE & EXPERIENCE

<p><b>Service Delivery:</b> operational duties, security, data protection, and development activities</p>	<p>Carry out day-to-day library routines and processes - including customer service, enquiries, the issue, return, shelving and maintenance of library materials, reservations, inventories, stock controls, library member registration and the receipt and control of income- to ensure the efficient and Ensure security of buildings, ICT equipment, book stock and monies kept on site. Comply with data confidentiality requirements- including GDPR guidelines for data protection and maintaining confidentiality regarding LMS database/library members' personal information, data etc.effective delivery of services</p>
	<p>Deliver high standards of customer care and customer service to promote a positive image for Live Borders Library Service.</p>
	<p>Assist with arrangements for the acquisition, borrowing, movement, storage and return of library materials including books and information deliveries, collections from other Live Borders libraries, equipment/supplies and fulfilling inter-library loan requests.</p>
<p><b>Service Delivery:</b> operational duties, security, data protection, and development activities</p>	<p>Work with library colleagues and other staff/service managers in Live Borders cultural services- to build and maintain effective partnerships and projects- collaborating on planning of programmes for events, meetings, activities, education visits, talks, community groups/clubs etc.</p>
	<p>Deliver continuous improvement for the library service to meet sector quality standards and corporate performance targets.</p>

	<p>Ensure security of buildings, ICT equipment, book stock and monies kept on site. Comply with data confidentiality requirements- including GDPR guidelines for data protection and maintaining confidentiality regarding LMS database/library members' personal information, data etc.</p>
	<p>Assist with participating in appropriate corporate and town/regional development initiatives including partnership project work, attending meetings, festivals and other community engagement activities approved for library service participation</p>
	<p>Contribute actively to the development and promotion of the library service, stock, resources, information and activities- including collaboration with Live Borders marketing/engagement team, Business Support team and St Mary's Mill libraries admin/digital team on keeping the public well-informed via Live Borders libraries newsletter content, updates to website information, digital developments and social media communications</p>
<b>Budget Management</b>	<p>Collect and bank library fees &amp; charges, donations, gifts from the public, and other income- reconciling monies with the underlying transaction records. Comply with protocols for using allocated petty cash, and cash floats- in accordance with Service directions, Trust procedures and Financial Regulations.</p>
<b>People Management</b>	<p>Assist in the induction/training of new staff, casual staff etc, to ensure that team onsite is appropriately trained and supported. Assist with supervision of work experience pupils, students, volunteers etc as directed.</p>

	Adhere to corporate policies and procedures on Equal Opportunities/Diversity, ICT use, Safeguarding, Health and Safety and safe working practices- including fire safety, first aid, manual handling/lifting and weekly building checks.
	Ensure compliance with self-reporting requirements via Bamboo- for holiday requests, sickness absence notifications and updates on health and personal contact details. Follow requirements for recording of any approved additional hours worked or time in lieu- and submit end of month timesheets/travel claims, for authorisation within deadlines.
	Ensure that self and team colleagues work effectively and maintain respectful, inclusive and productive working

**This is a relief (casual) post for covering sickness absence, staff holidays etc and to assist with weekend & evening working/events and activities on occasion, subject to postholders availability. There are no set hours/days of work and any shift work will be by arrangement with line manager, subject to postholder’s availability.**

- The postholder may be asked to work at a variety of Live Borders libraries and co-located sites, to help with providing staff cover at short notice, subject to postholder’s availability.
- As an employee you must take reasonable care for the health and safety of yourself, other employees and anyone else who may be affected by your work activities carried out. Employees shall work in accordance with policies, procedures, information, security/confidentiality requirements, management instructions and / or training received.
- This job description is indicative of the nature and level of responsibility associated with the job. It is not exhaustive and there may be a requirement to undertake such other duties as may be required to meet the needs of the MGA Service or Live Borders.

The Relief Library & Information Assistant remit includes the following key requirements:

- Act as key holder and emergency/alarm call out
- PVG/Disclosure check – No
- Working out of hours – on occasion, and evening/weekend work may also be required
- Lone working

- Travel costs from home to work locations are not re-imbursed. Essential use of own car for travel between work sites will be recompensed at current mileage rates, for approved travel in relation to library service requirements
- Person Specification covers further detail of essential qualifications/competencies required for this role

<b>EXPERIENCE</b>			
<b>Essential</b>	<b>Assessed By</b>	<b>Desirable</b>	<b>Assessed By</b>
Experience of working with the public as customers	App/Int	Significant work experience in public library sector or similar cultural settings	App/Int
Experience of working with computers and office technology, including Microsoft Office software, for record-keeping etc.	App/Int	Proficient in Microsoft Office (Word/Excel), Email, TEAMS online, SharePoint, Internet and social media APPS.  Knowledge of library management systems (e.g. Spydus LMS, or similar)	App/Int
<b>SKILLS AND KNOWLEDGE</b>			
<b>Essential</b>	<b>Assessed By</b>	<b>Desirable</b>	<b>Assessed By</b>
Excellent communication skills, people skills, and a welcoming, friendly and respectful attitude.	App/Int		
Confident in working with a range of customers and activity/outreach participants-including assisting library members, community groups, education groups and project partner organisations.	App/Int	Track record in assisting with delivery of a range of activities for all age groups, in a library or cultural services setting.	App/Int
Strong teamworking skills	Int		
Willingness to be keyholder, alarm call out and lone worker as required.	App/Int	Experience of being keyholder, alarm call out and experience in lone working.	App/Int

Excellent timekeeping skills, ability to work with initiative and flexibility- organise workload to meet schedules advertised to customers.	Int		
<b>PERSONAL ATTRIBUTES</b>			
<b>Essential</b>	<b>Assessed By</b>	<b>Desirable</b>	<b>Assessed By</b>
Genuine interest in helping customers.	App/Int	Evidence of maintaining own skill set, training and CPD related to customer service.	App/Int
Active library member with strong personal interest in literature, reading and E-audio resources	Int	Awareness of current reader trends in literature.	Int

**KEY** App - Application Int - Interview

## PACKAGES & BENEFITS

**Pension:** Starts with a 5% company contribution into an Aviva scheme, increased to 10% after 2 years service. After 5 years service, you can join the Local Government Pension Scheme (current company contribution is 17%)

**Holidays:** Starts at 30 days of annual leave plus 4 public holidays (for Christmas and New Year). Increases with service up to a maximum of 35 days after 6 years' service.

Free membership at our Gyms & Swimming Pools

Free entry to our Attractions (e.g. The Great Tapestry of Scotland, The Jim Clark Motorsport Museum)

Death in Service benefit of 3 times salary

**ASVA membership:** We are a corporate member which means staff can get free access to other member attractions, including Edinburgh Zoo and Historic Scotland sites.

**Cycle scheme:** Saves the employee tax and NI contributions on the purchase of a new bike and accessories

**Help@Hand:** Employee assistance programme which includes a variety of services including a 24 Hour advice and information line with support including:

- Counselling and legal information
- Financial Support
- Remote GPs where employees can arrange a call back from a practising UK GP 24/7
- Savings and discounts – access savings and rewards across a variety of big brands

## HOW TO APPLY

If you would like more information or an informal chat about the role, please contact Manager Fiona McDonald-Colton, Museums, Galleries, Archives, and Libraries Manager on [fcolton@liveborders1.org.uk](mailto:fcolton@liveborders1.org.uk)

If you have a disability and require assistance completing your application form, please contact our People Team by email at [R@liveborders.org.uk](mailto:R@liveborders.org.uk) or by telephone on 01835 617049.

We look forward to receiving your completed application.

If you would like to apply for this post, head to  
<https://liveborders.bamboohr.com/careers>