



Casual Library Assistants - Member Services

Candidate Information Pack



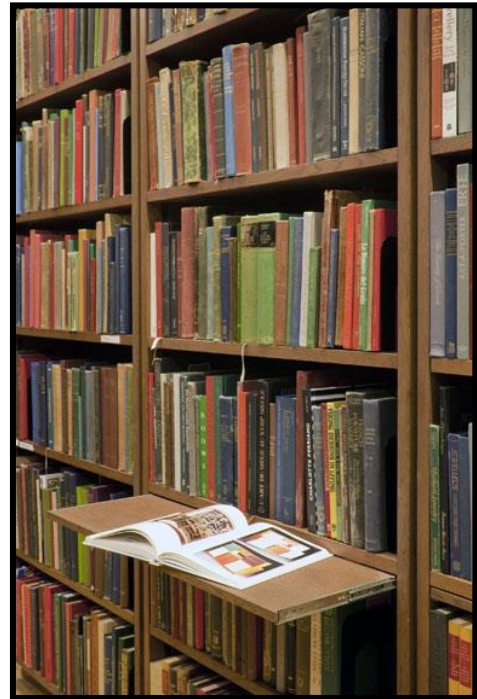
The London Library	1
Member Services Department	2
Casual Library Assistant	
Role: Summary	4
Role: Key Duties	4
Person Specification	6
Key information	7
Application and selection procedures	8
 Appendix One	
Equal Opportunities Monitoring Form.....	9

The London Library

The London Library is a registered charity dedicated to the advancement of education, learning and knowledge by the provision and maintenance of a lending library in London embracing every aspect of the Arts and Humanities. Founded by Thomas Carlyle in 1841, it has already played a central role in the intellectual life of the nation for over 175 years.

Our mission is to support scholarship, creativity and cultural enrichment by acquiring the most important published works in the arts and humanities in each generation and discarding almost nothing from our shelves. To date the Library has amassed an extraordinary collection of over one million volumes dating from the 16th century to the latest publications.

A high proportion of the printed collections is maintained on open-access shelves where the volumes may be freely browsed, with most available for loan. A growing electronic library complements the printed collections.



Membership is open to all and we currently have just over 6,500 members. We seek to provide a prompt, reliable and courteous service, meeting and exceeding the expectations of users. Our highly-qualified and specialist staff operate in a spirit of keen collaboration with members, engaging with their individual research and reading interests whether those interests are professional or personal.

The Library is self-financing (supported by membership subscriptions, donations and bequests) and self-governing, with a committee of Trustees elected by and from the members.

For further details on the history of the Library – its members, collections and premises – visit www.londonlibrary.co.uk

The Member Services Department

As the main point of contact for members in their use of the Library the Member Services Department has a high profile, making a vital contribution to attracting, serving and retaining members and preserving the organisation's good relations with its membership. The department is responsible for membership and reception, lending, enquiry, reference, postal and inter-library loan services.

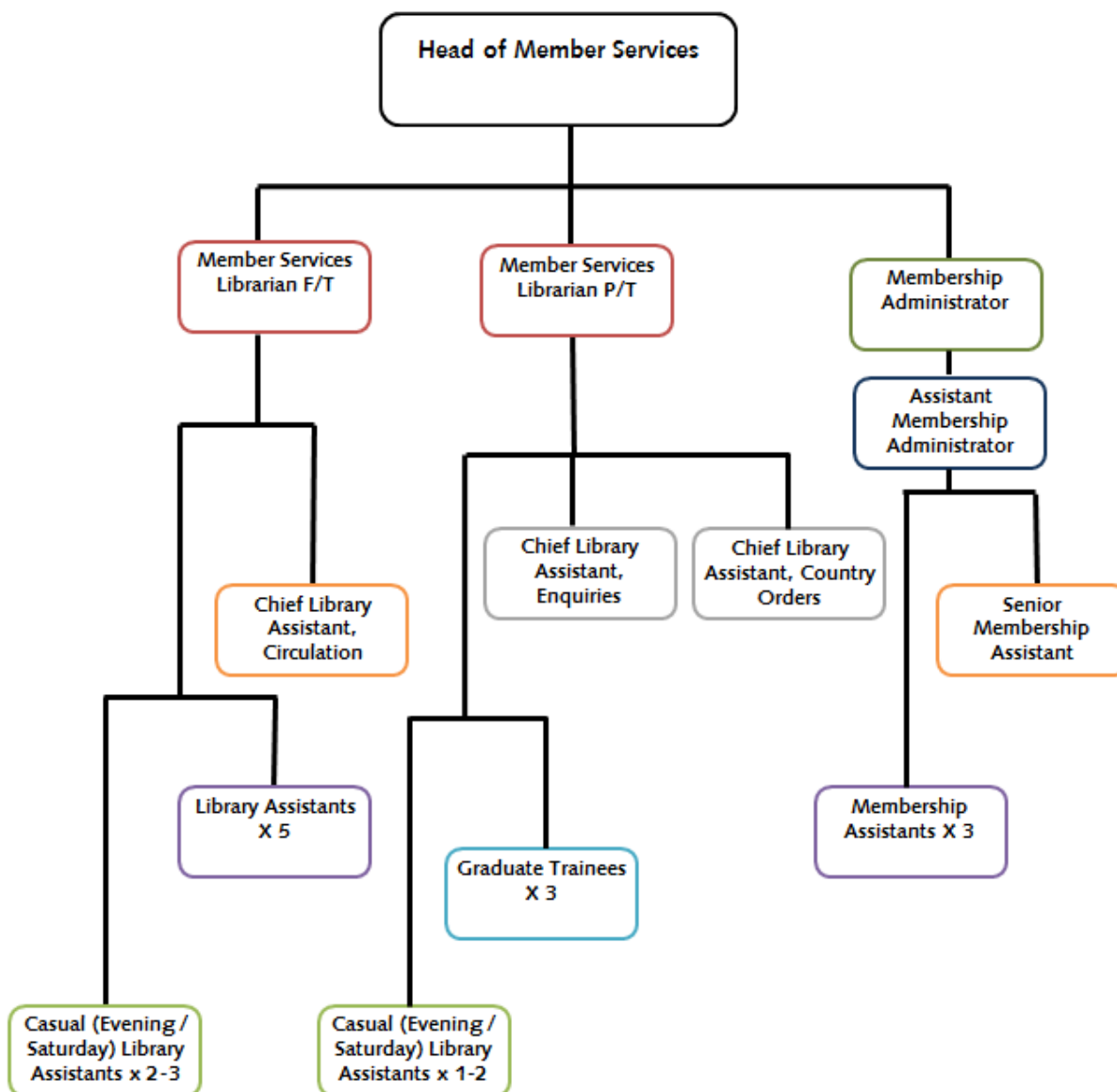
Full lending services are offered including loan, renewal, recall, request and retrieval in person, by phone, letter or email. Hold requests can be placed via the Library's catalogue by members wishing to have material ready on arrival. Staff fetch material from any part of the Library on request and search over time for material not immediately found. The department issued 70,000 books and retrieved and processed over 35,000 hold requests last year. Promptness, accuracy and efficiency underpin lending services.

A team within Member Services are dedicated to undertaking enquiries from members in person, by phone, fax and letter and by email. Enquiries vary from straightforward book requests to complex, lengthy subject enquiries. Bibliographic checking and subject searching utilising a range of printed and online resources is undertaken, as there is no single window onto the whole collection. Where enquiries fall outside the scope of the collections staff identify appropriate libraries and collections for referral.

For those members unable to visit the Library in person dedicated staff respond to often complex enquiries and despatch books by post. This service also includes inter library loan requests, which are on the increase since the Library's records were included on COPAC.

The Library provides a variety of reading rooms and individual reader spaces, which are overseen by the department. Supervised rare book consultations, which are also on the increase, are a key activity. The department also provides services such as photocopying and reprographics.

Departmental structure



Casual Library Assistant

Role: Summary

Job title:	Casual Library Assistant
Department:	Member Services
Status:	A casual, part-time appointment, subject to the Library's general employment policies
Salary Band:	A
Location:	St James's Square, London SW1
Accountable to:	Member Services Librarian
Key relationships:	Head of Member Services Member Services Librarian Other members of the Member Services department Members, potential members and visitors to the Library
Purpose:	To assist in the provision of an effective lending service on Saturdays and/or evenings, maintaining an excellent standard of service to members at all times

Role: Key Duties

Circulation desk duties

- To assist as required with the preparation of the department and members' facilities in the Issue Hall and Reading Rooms for opening at the start of the working day and closing down at its end
- To issue books to members, checking condition of books, noting any damage at issue and ensuring that all loans are issued accurately
- To ensure the correct completion of "guarantee" forms for the borrowing of rare and costly items
- To take receipt of books returned by members, cancelling the loan record, checking for any reservations in place and putting books aside for re-shelving or for members to collect
- To assist with the recording of returned books issued under guarantee
- To renew loans on request from members by post, phone, fax, email or in person
- To assist members by placing recalls for books on loan or missing from the shelf
- To provide general assistance to members in their use of the Library as required, including use of the photocopiers, computers, catalogues and scanners
- To fetch and replace books as required

Enquiry desk duties

After suitable training and under supervision

- To take book enquiries from members in person, by phone, fax or email, checking the catalogues for items possessed, fetching them from the stacks, recording them and putting them aside on the reserve shelves, and contacting members to arrange collection

Stack management duties

- To be responsible for a shelving section, re-shelving, tidying and ensuring correct shelf-sequence daily; reporting overcrowded areas to the Head of Collection Care; reporting signage requirements to the Head of Member Services; identifying books in

need of repair; reporting defective stack lights to the Support Team

Other duties

- To work in any part of the Member Services Department as the demands of the service require to ensure the provision of a seamless and high quality service to members at all time, including providing occasional cover on the Library's reception desk
- After suitable training, to provide prospective member tours as required
- To undertake appropriate training to improve and extend skills base as recommended by the Library from time to time
- Such other duties as may be reasonably required by the Director of the Library.

Library posts in Member Services involve substantial physical effort in the moving and handling of material.

Person Specification

Qualifications

- Degree (or working towards a degree) preferably within the Humanities
- GCSE (Grades A-C) or equivalent in English and Mathematics

Desirable

Essential

✓

✓

Experience and Knowledge

- Experience of customer-service based work
- Familiarity with library based work
- Familiarity with library computer book issue systems

✓

✓

✓

Skills and Abilities (Essential)

- Ability to communicate well face to face, on the telephone and in writing
- Good general knowledge
- Good general IT skills (MS Office, email, internet) and ability to learn new systems quickly

Personal Impact (Essential)

- Responsible approach to attendance and timekeeping
- Tidy-minded, persistent and methodical approach
- Polite and helpful attitude
- Accurate and attentive to detail with a good memory
- Flexible and adaptable
- Self-motivated, a team worker who enjoys working with people
- Fitness to undertake physical duties such as retrieving and shelving
- Ability to carry out routine work quickly, efficiently and cheerfully

The job description set out above does not form part of the contract of employment and may be subject to amendment at the discretion of the Director of the Library.

Revised October 2014; February 2015; May 2017, November 2017

Key Information

Hours of Work, Pay and benefits

Hours of Work

Hours of work for Casual Library Assistants are variable based upon the needs of the Library. It is a part-time role with various rota combinations available (7 to 14.5hours p/w) but candidates must be able to work some of the following: Mon; Tues; Weds (5.30-8); Saturdays (9.30-5.30).

Salary

Point 6 on the London Library salary band A1, currently £10.92 per hour

Meal allowance

In addition to salary, the Library gives a taxable “meal allowance” of £2.08 per day to all members of staff working a full seven-hour day.

Annual leave

Accrues at 0.107 day's leave for every 7 hours worked weekly. This is equivalent to the statutory entitlement of 28 days' leave per calendar year for full-time work including an allowance for public holidays. Casual Library Assistants are not paid for days when the Library is closed.

Training & Development

The Library is committed to the support and development of all staff. We aim to ensure that all members of staff not only have the knowledge, skills and experience necessary to be successful in their jobs, but also to fulfil their career potential.

Rest facilities

Staff-room with small kitchen and dining area offering free tea and coffee-making facilities.

Application procedures

How to Apply

Applications should include:

- A concise curriculum vitae (no more than two sides of A4 paper).
- A covering letter (no more than ONE side of paper) in support of your application stating why you are interested in the position and what you think you might contribute.
- Full contact details (address, telephone number and email address)
- Details of two employers (or one employer and one academic referee) whom we may approach for references. One of them should be your present or most recent employer. If you do not wish a particular referee to be contacted before you have accepted a conditional offer of employment, please make this clear.
- Equal Opportunities Form (available in this document and from the Library website). This form is separated from your application upon receipt and does not form part of the interview selection process.

Timetable

Deadline for applications to be received
Tuesday 21st November 2017 (by midnight)

Interviews
Wednesday 29th and Thursday 30th November 2017

Please send your application to:

**Ms Abby Warren
HR Administrator**

By email: vacancies@londonlibrary.co.uk

By post:
Vacancies
Casual Library Assistant (Ref: LL/17/13)
The London Library
14 St James's Square
London
SW1Y 4LG

By Fax: 020 7766 4767

All applications will be acknowledged (please provide an SAE or email address).

Appendix One – Equal Opportunities Monitoring Form

The London Library is committed to being an equal opportunity employer. To help us monitor and achieve this **please complete the six questions below** and send it with your application. The information you provide is used for no other purpose and will be treated as strictly confidential. This form will be separated from your application upon receipt and before selection of candidates takes place.

Monitoring Questions	Please insert answers below
1. Post applied for	LL/17/13 Casual Library Assistant
2. Where did you hear about this vacancy? eg website, word of mouth	
3. Nationality Please tell us your nationality / prefer not to say	
4. Do you consider yourself to have a disability or long-term health condition? Please answer yes / no / prefer not to say	
5. Gender monitoring Would you describe yourself as male / female? Or prefer not to say?	
6. Ethnicity monitoring How would you describe yourself?	Please choose ONE section from A to E and add your response below
a) Asian or Asian British Indian Pakistani Bangladeshi Any other Asian background (please specify)	
b) Black or Black British Caribbean African Any other Black background (please specify)	
c) Chinese or other ethnic group Chinese Any other ethnic background (please specify)	
d) Mixed White and Black Caribbean White and Black African White and Asian Any other mixed background (please specify)	
e) White British Irish Any other White background (please specify)	
f) Prefer not to say	

Thank you for your co-operation.