



Library Assistant (Fixed term)

Candidate information pack

Role: Summary

Contract:	12 months fixed term, full-time
Salary:	£27,619.20 per annum plus benefits
Location:	St James's Square, London SW1
Hours:	35 hours per week, Monday-Friday, 9.30am-5.30pm
Ref:	LL/25/06
Closing date:	18th July 2025 @ 5:00pm
Interviews:	w/c 21st July 2025
Accountable to:	Member Services Librarian
Key relationships:	Member Services team Collection Care Department Members of the Library and other stakeholders
Purpose:	To play a full role in the day-to-day provision of effective book and enquiry services. To support members in their use of the Library, its collection, and electronic resources, displaying high quality service standards at all times. To play a full role in member engagement and retention through induction tours and delivery of eResource support.

Role: Key Duties

Circulation Desk

As part of a team to participate in:

- delivering a full range of library circulation functions both at the Circulation Desk and at self-issue machines
- taking an active role in the opening and closing procedures of the department and members' facilities at the start and end of the working day
- responding to requests from members for materials and sending the appropriate communications
- undertaking stock management work as directed, processing requests for missing books and generating and acting upon a regular trace list of requested books
- running reports on the LMS to support the efficient movement of stock

Member engagement

As part of a team to participate in:

- provision of short tours for those interested in membership and responding to enquiries about the benefits of membership
- delivery of inductions, including eInductions, for new or returning members
- creation of materials to support members in their discovery of the collections
- development and delivery of training for members on the use of resources
- engaging with visits from schools and other groups to the Library
- working with the Membership and Marketing Directorate to support outreach work
- development of curated collection information for members on the Library website

Enquiry and collection work

As part of a team to participate in:

- responding to enquiries from members through a variety of channels
- making efficient and effective use of a wide range of internal and external online resources to satisfy members' enquiries
- processing book suggestions made by members
- fetching and returning of books from locked safes as required, following established security and conservation procedures
- providing general assistance to members in their use of equipment in the Library as required, including the photocopier, overhead scanner, microfilm reader
- invigilating use of Restricted Circulation materials as instructed and in accordance with Library Collection Care guidance

Other duties

- to work in any part of the Member Services Department as the demands of the service require, ensuring the provision of a seamless and high-quality service to members at all times.
- to attend appropriate training courses to improve and extend skills base as recommended by the Library from time to time
- to undertake any other duties as may reasonably be required by the Director

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

Person Specification

Qualifications	Desirable	Essential
<ul style="list-style-type: none"> Education to A level or equivalent or qualified by experience GCSE (Grades A-C) or equivalent in English and Mathematics 		<ul style="list-style-type: none"> ✓ ✓
Experience and Knowledge		
<ul style="list-style-type: none"> Previous experience of library-based work Familiarity with library computer systems Demonstrable knowledge or interest in the Arts and Humanities Experience of working in a customer facing role Some knowledge of one or more European languages 	<ul style="list-style-type: none"> ✓ 	<ul style="list-style-type: none"> ✓ ✓ ✓ ✓
Skills and Abilities (Essential)		
<ul style="list-style-type: none"> Ability to work effectively as part of a team, with a collaborative approach to achieving team and organisational goals Ability to communicate confidently and effectively with a wide range of people, including members, potential members, staff, members of the public face to face and on the telephone Ability to communicate well in writing, preparing routine letters and email Clear, legible handwriting Good general knowledge and a good memory Good basic IT skills (MSWord, email, internet, electronic resources) Ability to deliver high standards of customer service even under pressure Ability to undertake routine work diligently, accurately and positively 		
Personal Impact (Essential)		
<ul style="list-style-type: none"> A genuine commitment to delivering first rate services Organised, persistent and methodical approach Pleasant, good-humoured, and consistently courteous approach Ability to work accurately, methodically, and successfully to deadlines Flexible and adaptable Self-motivated, team worker who enjoys working with people Fitness to undertake physical duties associated with moving stock Ability to carry out routine work quickly, efficiently and in a positive manner Available to work evenings and at weekends occasionally on a rota basis 		

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

September 2024

Application and selection procedures

Selection process

If you have any queries or wish to have an informal discussion about the role before applying, please contact Claire Rudman (HR Manager) on 020 7766 4754; claire.rudman@londonlibrary.co.uk.

To Apply

Please download the application form from our website, complete all three sections and send them.

by email to: *vacancies@londonlibrary.co.uk*

by post to:

Vacancies
The London Library
14 St James's Square
London SW1Y 4LG

Key Information: Hours of Work, Pay and Benefits

Hours of Work, Pay and Benefits

Hours of work

This is a full-time position working 35 hours per week.

The Library is open 9.30am-9pm Monday and Tuesday, 9.30am-5.30pm Wednesday to Saturday, and open late one Wednesday a month throughout the year.

Salary

£27,619.20 per annum.

Holiday

25 days plus 3 days when the Library is closed and 8 days for public holidays.

Pension

The Library operates a Group Personal Pension Scheme. Details may be seen at the Library. Eligibility to join and entitlement to benefits is subject to the rules of the scheme.

Life Assurance

The Library operates a Group Life Assurance Scheme, which in the event of death whilst employed by the Library, will pay out a lump sum of 4 x annual salary to the employee's nominated beneficiaries.

Cash Health scheme

All employees will be enrolled into our cash health scheme which allows members to reclaim the cost of medical expenses such as dental fees and prescription charges as well as access to a 24-hour employee assistance service.

Season tickets and bicycle loans

(subject to a qualifying period)

Interest-free loans for the purchase of season-tickets and/or bicycles for travelling to and from work.

Access to collections

The facility to make full borrowing use of the Library's collections (up to 10 books at a time) and online resources.

Book binding

Discounts on binding personal books may also be arranged.

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

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

Appendix – GDPR Privacy Notice

This notice explains what personal data (information) we will hold about you, how we collect it, and how we will use and may share information about you during the application process. We are required to notify you of this information, under data protection legislation. Please ensure that you read this notice (sometimes referred to as a 'privacy notice') and any other similar notice we may provide to you from time to time when we collect or process personal information about you.

Who collects the information?

The London Library ('Company') is a 'data controller' and gathers and uses certain information about you.

Data protection principles

We will comply with the data protection principles when gathering and using personal information.

About the information we collect and hold

The table set out in Part A of the Schedule below summarises the information we collect and hold up to and including the shortlisting stage of the recruitment process, how and why we do so, how we use it and with whom it may be shared.

The table in Part B of the Schedule below summarises the additional information we collect before making a final decision to recruit, i.e. before making an offer of employment unconditional, how and why we do so, how we use it and with whom it may be shared.

We seek to ensure that our information collection and processing is always proportionate. We will notify you of any changes to information we collect or to the purposes for which we collect and process it.

Where information may be held

Information may be held at our offices and those of our third party service providers.

How long we keep your information.

We keep the personal information that we obtain about you during the recruitment process for no longer than is necessary for the purposes for which it is processed. How long we keep your information will depend on whether your application is successful and you become employed by us, the nature of the information concerned and the purposes for which it is processed.

We will keep recruitment information (including interview notes) for no longer than is reasonable, taking into account the limitation periods for potential claims such as race or sex discrimination (as extended to take account of early conciliation), after which they will be destroyed. If there is a clear business reason for keeping recruitment records for longer than the recruitment period, we may do so but will first consider whether the records can be pseudonymised, and the longer period for which they will be kept.

If your application is successful, we will keep only the recruitment information that is necessary in relation to your employment. For further information, see *our data protection privacy notice (employment)*.

Your right to object to us processing your information.

Where our processing of your information is based solely on our legitimate interests (or those of a third party), you have the right to object to that processing if you give us specific reasons why you are objecting, which are based on your particular situation. If you object, we can no longer process your information unless we can demonstrate legitimate grounds for the processing, which override your interests, rights and freedoms, or the processing is for the establishment, exercise or defence of legal claims.

Please contact vacancies@londonlibrary.co.uk if you wish to object in this way.

Your rights to correct and access your information and to ask for it to be erased.

Please contact vacancies@londonlibrary.co.uk if (in accordance with applicable law) you would like to correct or request access to information that we hold relating to you or if you have any questions about this notice. You also have the right to ask our HR team for some but not all of the information we hold and process to be erased (the 'right to be forgotten') in certain circumstances. Our HR team will provide you with further information about the right to be forgotten, if you ask for it.

Keeping your personal information secure

We have appropriate security measures in place to prevent personal information from being accidentally lost, or used or accessed in an unauthorised way. We limit access to your personal information to those who have a genuine business need to know it. Those processing your information will do so only in an authorised manner and are subject to a duty of confidentiality. We also have procedures in place to deal with any suspected data security breach. We will notify you and any applicable regulator of a suspected data security breach where we are legally required to do so.

How to complain

We hope that our HR team can resolve any query or concern you raise about our use of your information. If not, contact the Information Commissioner at <https://ico.org.uk/concerns/> or telephone: 0303 123 1113 for further information about your rights and how to make a formal complaint.

THE SCHEDULE
[ABOUT THE INFORMATION WE COLLECT AND HOLD]

Part A

Up to and including the shortlisting stage.

The information we collect	How we collect the information	Why we collect the information	How we use and may share the information
Your name and contact details (i.e. address, home and mobile phone numbers, email address)	From you	Legitimate interest: to carry out a fair recruitment process Legitimate interest: to progress your application, arrange interviews and inform you of the outcome at all stages	To enable HR personnel or the manager of the relevant department to contact you to progress your application, arrange interviews and inform you of the outcome To inform the relevant manager or department of your application
Details of your qualifications, experience, employment history (including job titles, salary and working hours) and interests	From you, in the completed application form and interview notes (if relevant)	Legitimate interest: to carry out a fair recruitment process Legitimate interest: to make an informed decision to shortlist for interview and (if relevant) to recruit	To make an informed recruitment decision The person making the shortlisting decision will receive pseudonymised or anonymised details only; if you are invited for interview, the interviewer will receive non-anonymised details
Your racial or ethnic origin, sex and sexual orientation, religious or similar beliefs	From you, in a completed anonymised equal opportunities monitoring form	To comply with our legal obligations and for reasons of substantial public interest (equality of opportunity or treatment)	To comply with our equal opportunities monitoring obligations and to follow our equality and other policies
Details of your referees	From your completed application form	Legitimate interest: to carry out a fair recruitment process	To carry out a fair recruitment process To comply with legal/regulatory obligations Information shared with relevant managers, HR personnel and the referee
Information about your health, including any medical condition, health and sickness records	From you	Legitimate interest: to carry out a fair and non-discriminatory process Necessary for performance of rights and obligations in connection with employment	To carry out a fair and non-discriminatory recruitment process – to see if there are any adjustments that can be made to the recruitment process

Part B

Before making a final decision to recruit

The information we collect	How we collect	Why we collect the	How we use and
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	the information	information	may share the information
Information about your previous academic and/or employment history, including details of any conduct, grievance or performance issues, appraisals, time and attendance, from references obtained about you from previous employers and/or education providers Δ	From your referees (details of whom you will have provided)	<p>Legitimate interest: to make an informed decision to recruit</p> <p>To comply with our legal obligations</p> <p>Legitimate interests: to maintain employment records and to comply with legal, regulatory and corporate governance obligations and good employment practice</p>	<p>To obtain the relevant reference about you</p> <p>To comply with legal/regulatory obligations</p> <p>Information shared with relevant managers and HR personnel</p>
Information regarding your academic and professional qualifications Δ	From you, from your education provider, from the relevant professional body	Legitimate interest: to verify the qualifications information provided by you	To make an informed recruitment decision
Your nationality and immigration status and information from related documents, such as your passport or other identification and immigration information Δ	From you and, where necessary, the Home Office	<p>To enter into/perform the employment contract</p> <p>To comply with our legal obligations</p> <p>Legitimate interest: to maintain employment records</p>	<p>To carry out right to work checks</p> <p>Information may be shared with the Home Office</p>
Information about your health, including any medical condition, health and sickness records	From you	<p>Legitimate interest: to ensure intrinsic elements of the role can be met</p> <p>To enter into/perform the employment contract</p> <p>Necessary for performance of rights and obligations in connection with employment</p>	<p>To ensure intrinsic elements of the role can be met</p> <p>To establish if any reasonable adjustments can be made</p>

You are required (by law or in order to enter into your contract of employment) to provide the categories of information marked 'Δ' above to us to enable us to verify your right to work and suitability for the position.