Shelving Assistant (part-time)

Candidate Information Pack

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Introduction

OUR PURPOSE
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 played a central role in the intellectual life of the nation for over 175 years.

OUR MISSION
Supporting scholarship, creativity and cultural enrichment

A CENTRE OF CREATIVITY AND IDEAS
The London Library is one of the country’s greatest literary institutions and for nearly two hundred years has been at the forefront of literature and creative thought.

Since its foundation it has grown to become the world’s largest independent lending library – a place of discovery that has provided inspiration for countless writers and thinkers, and a home for the creation of some of the greatest books ever written.

Charles Dickens, George Eliot, HG Wells, Virginia Woolf, TS Eliot, EM Forster, AS Byatt, Stanley Kubrick, Daphne du Maurier, VS Naipaul and Angela Carter are just some of the members who have been associated with this extraordinary place for much of their creative lives. Current members such as Jessie Burton, Kazuo Ishiguro, Sarah Waters and Raymond Antrobus continue a very proud tradition.

As EM Forster noted, The Library “has cherished the things of the mind, it has insisted on including all points of view”. Today the Library’s 7000 strong membership includes novelists, historians, biographers, screenwriters, actors and broadcasters alongside students, business professionals, first time writers and members of the public.

A UNIQUE COLLECTION
At the heart of its broad-ranging appeal is the quality and unique accessibility of an Arts and Humanities collection of astonishing range and depth. The Library has around one million books and periodicals dating from 1700 to the present day – nearly all of which can be borrowed.

It also offers extensive electronic resources, subscribing to major data services such as JSTOR periodicals, British History and the British Newspaper Archive. The online collection deserves to be considered as a major library in its own right and provides members with free access to millions of pages of fully searchable information from anywhere in the world.

We actively participate in the Inter Library loans scheme and our postal loans enable members to have up to 15 books posted to them at a time to any address in the world.

Taken together, our books and online collections provide a world-class research and learning resource, comparable to many of the best academic collections and affording unique levels of accessibility.

Only one part of the collection cannot be borrowed – it’s the 40,000 volumes that we hold in our safes that are either so rare, so delicate or so valuable that they can only be accessed
under supervision. They include some unique treasures, including a 1611 King James Bible, a Fourth Folio Shakespeare, works by Henry VIII and Martin Luther and first editions of Ulysses and the Origin of Species.

For further information about the Library, 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 reception, lending, enquiry, reference, postal and inter-library loan services.

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.

As a part time Shelving Assistant you will respond to member’s requests and retrieve books as well as return stock to the open shelves. You will ensure that book stacks are kept in good order too by reporting any defects, maintaining shelf organisation and identifying books in need of repair.

We are looking for two Shelving Assistants to work on a permanent basis for a total of 35 hours per week. We envisage one Assistant working for three days per week and the other for two days per week, or both working 2.5 days per week. Hours can be spread over several days, the Assistants do not have to work for whole days at a time.
Shelving Assistant (part-time)

Role: Summary

Job title: Shelving Assistant (part-time)
Department: Member Services
Status: A part-time permanent post, subject to the Library’s general employment policies
Salary Band: A
Location: St James’s Square, London SW1
Accountable to: Chief Library Assistant, Circulation
Key relationships: Member Services team
Collection Care Department
Members of the Library and other stakeholders

Purpose: To deliver the key tasks of re-shelving, maintaining shelf order and retrieving stock in the most efficient way possible.

Role: Key Duties

Retrieval (35% of time)
As part of a team to participate in:
- retrieving books on a regular basis throughout the day in response to member requests
- reporting to Circulation Desk staff when a requested book is missing from the shelf
- fetching books from locked safes as required, following established security and conservation procedures

Reshelving (65% of time)
As part of a team to participate in:
- returning stock to the open shelves no more than 48 hours after it has been returned
- reporting any areas of congestion, damage or concern to the Chief Library Assistant Circulation
- general awareness of conditions in the open shelves including 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 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 Librarian

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

Qualifications (Essential)
- Education to A level or equivalent or qualified by experience
- GCSE (Grades A-C) or equivalent in English and Mathematics

Experience and Knowledge (Essential)
- Previous experience of library based work
- Familiarity with library computer systems

Experience and Knowledge (Desirable)
- Knowledge or interest in the Arts and Humanities
- Some knowledge of one or more European languages

Skills and Abilities (Essential)
- 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
- Good general knowledge and a good memory
- Good basic IT skills (MSWord, email, internet)
- Ability to undertake routine work diligently, accurately and positively

Personal Impact (Essential)
- A genuine commitment to delivering first rate services
- Organised, persistent and methodical approach
- 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 such as retrieving and shelving
- Ability to carry out routine work quickly, efficiently and in a positive manner

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

April 2021
**Key Information**

**Hours of Work, Pay and benefits**

**Hours of Work**
0.4 to 0.6 FTE, hours to be arranged, occasional Saturday working

**Salary**
£8,522 per annum for a two day week, £12,783 per annum for a three day week. Based on £21,305 per annum full time equivalent.

**Meal allowance**
In addition to salary, the Library gives a taxable “meal allowance” of £2.08 per day (£540.80 per year) to all members of staff working a full seven-hour day.

**Pension**
The Library offers a contributory Group Personal Pension Scheme (Scottish Widows) and will match employee contributions up to 6%. Permanent employees are also covered by a Death In Service benefit.

**Annual leave**
25 days plus 11 days when the Library is closed for public holidays (pro rata)

**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**
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.

**Discount on London Library membership**
Staff may extend a 50% discount on Library membership to family or friends (limited to two per year; applies to first year of membership only)

**Book purchase and binding**
Staff may purchase books for themselves, taking advantage of the discounts negotiated by the Library. 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**
Staff-room with small kitchen and dining area offering free tea and coffee-making facilities.
**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 Amanda Stebbings (Head of Member Services) on 020 7766 4792

**How to Apply**

Please download the application form from our website, complete all three sections and send them in MS Word format by email only to: [vacancies@londonlibrary.co.uk](mailto:vacancies@londonlibrary.co.uk) quoting reference number LL/21/02.

**Timetable**

**Deadline for applications to be received**
Thursday 6 May 2021 (by midnight)

**Interviews**
We expect interviews to take place in the week beginning 10 May.
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, ie 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.
Part A
Up to and including the shortlisting stage

<table>
<thead>
<tr>
<th>The information we collect</th>
<th>How we collect the information</th>
<th>Why we collect the information</th>
<th>How we use and may share the information</th>
</tr>
</thead>
</table>
| Your name and contact details (ie 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

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

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.