

## Job Description

### Job Role: Systems & Stock Services Librarian

### Service: Libraries

Role Structure	Role Details
Directorate:	Community Wellbeing
Grade:	07HC
Location:	County Libraries Unit
Responsible to:	Senior Librarian

### Main purpose of the role

To manage, develop, and promote excellent library, information and reader services to the whole community; promote full use of library services and resources, and provide expert advice, guidance and support for customers, colleagues and partners.

To manage the development and delivery of library systems, stock services, and support services for Herefordshire Libraries countywide; including the management of designated budgets, contracts and SLAs.

To lead, manage and support the library stock services and support team; and act as Officer in Charge for the County Libraries Unit.

To work collaboratively and positively with colleagues across the library service to develop and promote library stock and services, and support the delivery of excellent frontline library services, including delivered services and community libraries.

Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> <li>Develop and promote excellent library and information services to the whole community countywide; respond to customer enquiries and provide expert advice, guidance and support to customers, colleagues and partners.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Manage and develop excellent library stock services and support services to the network of libraries across the county; including the purchase, ordering, supply and distribution of library stock and resources and the management of delegated budgets, contracts and staff.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> <li>Lead, manage, and support the stock services staff, including training and development, 121s, appraisals, work-rotas, annual leave and sickness; deputise for colleagues, and supervise and support staff and volunteers in the absence of their line manager.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Manage and support the stock services team to provide an effective public contact service for Herefordshire Libraries by email and telephone; engage positively with customers, including those who may be vulnerable or distressed; and provide expert advice, guidance and support on library services to customers, staff, and volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Manage the development and delivery of library services to readers groups, inter-library loans and other targeted groups, including the selection of appropriate resources, and the management of designated staff and delegated budgets.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Assist with the management and coordination of delivered services to customers, libraries and other sites across the county, including the creation and updating of delivery rotas; and the supervision, support and coordination of library driver / assistants.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Act as officer-in-charge for Merchant House; manage the effective and safe operation of the site; report and resolve building and health and safety issues; provide and coordinate office cover for the County Libraries Unit, opening and closing the building when required on site.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Assist with the management and maintenance of library vehicles, including maintenance, health and safety, and security; ensuring that vehicles are parked and secured safely at Merchant House; that deliveries are stacked/loaded/unloaded/moved safely; and that all staff adhere to appropriate safe systems of work and manual handling guidelines.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Manage, develop, and support all library service systems, digital services, and electronic resources, including troubleshooting and problem resolution; providing training and support for customers and colleagues; creating system protocols and operational manuals, investigating and recommending future developments and options to the Library Management team.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Create, analyse and report service statistics; and assist with the development and improvement of library services through the creation of library reports, procedures, strategies, policies, and consultations.</li> </ul>	<ul style="list-style-type: none"> <li>Monthly</li> </ul>
<ul style="list-style-type: none"> <li>Ensure that all library data is managed in compliance with current Data Protection legislation; reporting and resolving any data breaches promptly and liaising with Information Security and Information Governance as required.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> <li>Promote access to library services and activities by managing and developing library websites, online booking systems, and social media platforms in accordance with council policies and procedures, including the creation of digital posts and marketing campaigns; engage and liaise with corporate communications and design colleagues; and respond to customer comments and queries appropriately, referring and escalating to colleagues as required.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Manage and coordinate the implementation and rollout of new and updated systems and services; act as designated service contact with staff, suppliers, and technical colleagues as required and work collaboratively with colleagues to support and train staff to use new services and systems effectively.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Work collaboratively as part of the stock and reader services team to develop and promote excellent reader services countywide, including engagement in site development, stock edits, library activities and outreach.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Assist with the management, development, and promotion of library stock and information resources countywide, including stock selection, stock development, stock promotion, and management of delegated budgets.</li> </ul>	<ul style="list-style-type: none"> <li>Weekly</li> </ul>
<ul style="list-style-type: none"> <li>Assist with the development of library services countywide, and act as lead library professional in the management and development of library systems, electronic resources, digitisation, cataloguing, performance management, and/or other strategic library services commensurate with grade, as directed and agreed with the line manager.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Provide professional advice, guidance and assistance to customers and the library team in accessing and choosing books, media, printed, and electronic information resources.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Assist with the management of library local history and cultural resources, including the management of associated databases and digital services; provide expert advice to customers and colleagues; referring to Archives, Museums, colleagues and partners as required.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Work in partnership with the designated professional lead/s to support the delivery of library services to home delivery customers, schools, early years' settings, children's centres, health visitors, rural book schemes, health and residential settings, and other delivered library services.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Work in partnership with branch Supervisors and Area Library colleagues to support the delivery and development of front-line library services, develop service guidelines and procedures, and provide support, training and guidance for library staff and volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>Monthly</li> </ul>
<ul style="list-style-type: none"> <li>Support the management and development of community libraries and volunteer-run services by providing advice, training and support for staff and volunteers.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"> <li>Assist the Senior Librarian with the procurement and management of new contracts and services; and the development, management and delivery of new library projects, funding bids and capital works.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Manage delegated budgets and ensure all financial, administrative and procurement practices and procedures are carried out in accordance with council standards, policies and statutory requirements.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Assist the Senior Librarian and Libraries and Archives Manager with the development of library sites and services, including the refurbishment of existing sites and the development of new library sites and services.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Assist the Senior Librarian and Libraries and Archives Manager with the development of the library service strategy and in reviewing and delivering actions identified in the annual service plan.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Assist with the development and delivery of targeted library projects with colleagues and partners; liaising with internal and external colleagues and partners, coordinating multi-disciplinary teams, completing evaluation reports, and accounting for project spends.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Assist the Senior Librarian and Libraries and Archives Manager with raising the profile of library and information services and resources through marketing, advocacy, promotions, presentations and advice to individuals and groups.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Represent the library service at a professional level as authorised by the Senior Librarian and Libraries and Archives Manager, including attending meetings and seminars, and the membership of appropriate groups, committees and working parties.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Maintain professional awareness of developments in library services and new methods of service delivery; and explore opportunities for attracting funding and partnerships for library projects.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Ensure effective, efficient and continuously improving communications for all staff by utilising all appropriate methods including emails, reports, briefings, meetings and consultation activities.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Respond to comments and resolve complaints, referring and/or escalating to colleagues as required, adhering to existing customer service standards, comments and complaints procedures.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>
<ul style="list-style-type: none"> <li>Maintain personal awareness of the Council's Health and Safety Policy and divisional arrangements; and ensure safe systems of work through the creation of Risk Assessments and Safe Systems of Work, checking, fault reporting and act as Officer in Charge of library buildings when required.</li> </ul>	<ul style="list-style-type: none"> <li>Daily</li> </ul>
<ul style="list-style-type: none"> <li>Assist the Senior Librarian with recruitment and selection processes for library staff.</li> </ul>	<ul style="list-style-type: none"> <li>As required</li> </ul>



Key Duties and Responsibilities	Frequency of Task
<ul style="list-style-type: none"><li>• Deputise for the Senior Librarian when required and undertake appropriate service development work as directed by and agreed with line manager.</li></ul>	<ul style="list-style-type: none"><li>• As required</li></ul>
<ul style="list-style-type: none"><li>• Undertake to work operationally as required to support library service events and projects, including occasional late night and weekend working.</li></ul>	<ul style="list-style-type: none"><li>• As required</li></ul>
<ul style="list-style-type: none"><li>• Travel independently to libraries and other sites across the county.</li></ul>	<ul style="list-style-type: none"><li>• As required</li></ul>



# Person Specification

Requirements	Essential or Desirable	Identified by A – Application I - Interview
<b>Qualifications and Training</b>		
<ul style="list-style-type: none"> <li>Degree or postgraduate qualification in Library/Information Studies; or a degree plus accredited professional library qualification; or equivalent relevant experience and qualifications</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Chartered Member of CILIP</li> </ul>	Desirable	A, I
<b>Experience &amp; Knowledge</b>		
<ul style="list-style-type: none"> <li>Experience of working in a library</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Experience of dealing with the public in a customer-facing role</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Experience of working collaboratively as part of a multi-discipline team</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Experience of managing, supervising, training, or coaching staff</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Experience of responding to customer enquiries and resolving issues</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Experience of using ICT and adapting to changing technologies at work</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Experience of using library systems, databases, or electronic resources</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Experience of using online resources, websites or social media platforms</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Experience of stock management</li> </ul>	Desirable	A, I
<ul style="list-style-type: none"> <li>Experience of managing delegated budgets</li> </ul>	Desirable	A, I
<ul style="list-style-type: none"> <li>Experience of delivering projects or introducing new services</li> </ul>	Desirable	A, I



Requirements	Essential or Desirable	Identified by A – Application I - Interview
<ul style="list-style-type: none"> <li>Experience of delivering community engagement, outreach, or promotions</li> </ul>	Desirable	A, I
<ul style="list-style-type: none"> <li>Experience of contract management or engagement with service providers</li> </ul>	Desirable	A, I
Skills and Abilities		
<ul style="list-style-type: none"> <li>Able to work accurately and productively in a multi-tasking situation with frequent interruptions and unexpected demands</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to manage diverse workload without close supervision, work to deadlines, and prioritise tasks using own initiative and solving unanticipated problems where necessary</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Able to work constructively and supportively as part of a team with colleagues and partners to achieve project objectives</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to manage, support, train and supervise staff effectively</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to assess customer needs, and provide advice, guidance and assistance on using services and accessing resources</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Excellent interpersonal skills, including empathy and patience and the ability to relate positively to all members of the community, including children and the elderly, and customers who may be vulnerable or distressed</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Effective communication and presentation skills, written and verbal</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Relate well to all members of the community and actively engage with customers and partners in service planning, delivery and promotion</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to implement and deliver operational service plans within identified resources and timescales</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to be flexible and adapt to changing working environments</li> </ul>	Essential	A, I



Requirements	Essential or Desirable	Identified by A – Application I - Interview
<ul style="list-style-type: none"> <li>Ability to engage positively with change and learn new skills and new ways of working</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Effective use of ICT, including Microsoft office applications or equivalent, e-mails, and internet searching, and willingness to learn new applications and technology as appropriate</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Innovative and practical approach to service provision and development</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Positive awareness of equality, diversity and inclusion</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Willingness to undergo training to maintain professional development</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to manage delegated budgets</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to lift and move filled crates, boxes and bookcases using appropriate equipment and following all manual handling guidelines</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to push loaded book trolleys and lift and shelve books (including above shoulder height and below knee height if required)</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to lone work</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Ability to work in a variety of different sites across the county</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Able to travel throughout the county, and occasionally travel outside the county as required</li> </ul>	Essential	A, I
<ul style="list-style-type: none"> <li>Must be willing to work flexible hours, including occasional evenings, weekends, and public holidays</li> </ul>	Essential	A, I





All council staff have a duty to promote the welfare of children, young people, and adults with care and support needs at risk of abuse and neglect who cannot take steps to protect themselves. Ensuring you attend mandated safeguarding children and safeguarding adults training to enable you to recognise the concerning behavior, know how to talk about it, and consent/duty to share information effectively. You will also learn about the legalities and procedures the social care staff can take.

## Our Values and Behaviours

Our values are what we represent as a council and our behaviours are how we act to get things done to reach our potential.

