

## Job Title: Library Customer Advisor

**Department:** Communities, Environment & Resident Services

**Service:** Culture and Libraries

**Grade:** C

**Post reference number:**

### 1 Job purpose

The Library Customer Advisor plays a vital role in creating a welcoming, inclusive and engaging environment for all library users. The position involves delivering exceptional customer service, ensuring a positive experience for all visitors.

The postholder will encourage greater engagement with library services by offering guidance and support, ensuring the needs of the community remain central to the library experience.

Additionally, the postholder will assist and deliver activities that promote literacy, wellbeing, and educational aspirations, working collaboratively with colleagues, volunteers, and partners to create a vibrant and inclusive library space.

The role is line managed by the Customer Service Manager, with day-to-day supervision provided by a Senior Library Customer Advisor.

### 2 Principal duties and responsibilities

1. Actively provide a welcoming, friendly and accessible service, promoting and enabling the use of library services and resources to all customers.
2. Respond to a range of enquiries, in person, by phone, written or through alternative platforms including supporting customers with the completion of online and paper-based forms.
3. Manage and process bookings for library meeting rooms and signpost to internal and external services, including online resources.
4. Actively promote and guide customers in the use of library digital resources, including self-serve technology, online services and public use computers.
5. Use the library management system to issue, return and renew library books and materials, collect fees and charges, join new members and deal with related customer enquiries.
6. Maintain high standards of presentation of library buildings, including creative and attractive book displays, cleaning of toys and equipment, and litter picking inside and

immediately outside the library.

7. Carry out stock maintenance duties including processing stock, dealing with customer requests, returning stock to the shelves, undertake book repairs and weeding in accordance with guidelines.
8. Work collaboratively with a team on site and the wider service to achieve goals, ensuring continuity and consistency in assigned tasks throughout the day.
9. Prepare and deliver a programme of library activities for children and adults, including Tots Times, Knit & Natter and class visits. Engage, support and promote volunteer and partnership led library activities.
10. Process and handle payments in accordance with financial regulations, including banking of library income.
11. Open, lock up and ensure the security of the library site as required. IT and buildings faults are reported. Maintain regular health and safety checks including legionella, fire and asbestos. Evacuate library buildings in emergency situations in accordance with procedures.
12. Promote and raise awareness of library services to current and new members in-person, within the community and through online platforms. Collect and log customer satisfaction and feedback to inform service improvements.
13. Support, facilitate and promote services, events and activities on behalf of internal & external agreed partnerships.
14. Manage customer behaviour in the library, including anti-social behaviour, in accordance with agreed procedures, to ensure a positive experience for all library users.
15. Provide ongoing support to volunteers overseeing library operations during designated days and times when frontline staff are unavailable. Ensuring volunteers have the necessary resources and guidance to maintain smooth and effective library services in the absence of staff.
16. Ensure accurate and timely recording of performance data for the service. Fault logs are recorded and followed up and corporate systems, for example, Health & Safety and Violence and Accident reporting are correctly applied.

**3 All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality, Diversity and Inclusion Policy and health and safety standards and to participate in training activities necessary to their post.**

**4 The post holder may be required to wear a uniform and will present a professional image of Nottingham City Council at all times whilst on duty.**

**5 The post holder will be employed by the Nottingham City Libraries and may be asked to work at any library in Nottingham City including a change of base library with notice.**

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**6 All staff are expected to abide by the obligations set out in the Information Security Policy, IT Acceptable Use Policy, and Code of Conduct, in order to uphold Nottingham City Council standards in relation to the creation, management, storage, and transmission of information. Information must be treated in confidence and only be used for the purposes for which it has been gathered and should not be shared except where authorised to do so. It must not be used for personal gain or benefit, nor should it be passed on to third parties who might use it in such a way. All staff are expected to uphold the City Council obligations in relation to current legislation including the Data Protection Act and Freedom of Information Act.**

**7 This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer; the responsibility level of any other duties should not exceed those outlined above.**

**8 Numbers and grades of any staff supervised by the post holder: None**

**9 Post holder's immediate supervisor: Customer Service Manager**

**Prepared by/author:** Sandra Edis

**Date:** January 2025

**Job title:** Communities Team Leader

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**Note:** This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

Signature: .....

Date: .....

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Areas of responsibility	Requirements	Measurement				
		P	A	T	I	D
<b>Commitment to the ethos of the Library Service</b>	Awareness of and commitment to delivering an outstanding public library service to Nottingham citizens.		✓		✓	
	Awareness of the role libraries play in supporting the City's Strategic Council Plan.		✓		✓	
	Understanding of the significant role that libraries play in improving the lives of citizens of all ages across Nottingham.		✓		✓	
<b>Technical skills</b>	Ability to assist customers with the use of technology and digital skills.		✓	✓	✓	
	Experience of using computers, internet and social media.		✓			
	Ability to troubleshoot basic IT problems.		✓	✓		
	Ability to handle cash accurately and comply to Financial Regulations of the Council.		✓			
	Ability to arrange stock and file alphabetically and numerically.		✓	✓		
	Ability and willingness to guide customers with arms-length form filling.		✓		✓	
<b>Interpersonal skills</b>	Confidently promote, deliver and support a programme of library activities and events, ensuring they are accessible and engaging for the community.		✓		✓	
	Ability to build effective relationships with colleagues and service users.				✓	
	Clearly and confidently convey the Council and library's services, programs, and values to the public.		✓			
	Work cooperatively with other Council services, responding professionally and		✓		✓	

	efficiently to a variety of enquiries.					
	Ability to be resilient, diplomatic and calm under pressure		✓		✓	
	Manage and diffuse difficult situations, such as disruptive customer behaviour, using tact, patience, and strong interpersonal skills.				✓	
<b>Work to promote mutual respect and good relations</b>	Ability and enthusiasm to work with diverse communities, engaging with adults and children from all ages, abilities and cultures.				✓	
	Demonstrate a positive, constructive and fair attitude to both customers, colleagues and volunteers.		✓		✓	
	Knowledge of the diverse needs of audiences with an awareness of the barriers that impact equality of access.		✓		✓	
<b>Work Related Circumstances</b>	Capable of working without direct supervision and taking responsibility for the library in the absence of senior staff.		✓		✓	
	Willingness to travel and work anywhere in the library network, including providing emergency cover as required.		✓			
	Capable of performing physical tasks such as shelving books, lifting and carrying boxes of library materials, and operating library equipment.		✓			
	Willing to comply with corporate and service priorities, ensuring the library building meets agreed service standards.				✓	
	Willing and able to work flexibly outside of standard office hours, including evenings and weekends.		✓		✓	

<b>P:</b> Pre-application	<b>A:</b> Application	<b>T:</b> Test	<b>I:</b> Interview	<b>D:</b> Documentary evidence
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**Prepared by/author: Sandra Edis**

**Date: January 2025**