

Community Library Officer

Salary Range: £33,340 – 35,456

Grade: Level 2 Zone 1

Location: Various Libraries

Reports to: Head of Libraries



About the role

Camden's nine libraries provide free to enter, trusted spaces where people feel safe. Our libraries are a space for reader development and lifelong learning, aiding personal development for all ages. Books and online resources in our libraries enable people to explore ideas, information, knowledge and culture. Digital resources, including PCs and free Wi-Fi help tackle digital exclusion. Our Community Libraries are key resources in their local neighbourhood, bringing people together. They build strong local partnerships to tackle community needs, build community cohesion and help people build on their strengths.

The Community Library Officer is responsible for ensuring the day to day operation of the library service at branch level to provide a high quality service. Including maintaining the key functions of the community and digital library in terms of books, online resources and digital technology, and community activities. Ensuring the building and equipment is operational.

The role will be expected to embrace the ethos of a self-managed team, where resources are used flexibly to deliver agreed priority areas of work. The role will contribute towards sharing and developing knowledge within the team. Take responsibility for your own personal development and professional development.

The things you'll achieve

Community and digital library development

- Support the development and delivery of a local community library business plan in collaboration with local residents and partners and take lead responsibility for an area of work within this.
- Develop and work closely with/supervise volunteers to deliver community projects and digital offer in the library to meet community need. Such as coding clubs, gadget drop-ins, games clubs, homework clubs etc., supporting other library staff in activities where needed. Work with children and families including baby bounce, under 5s and reading activities with children of all ages.
- Support members of the public with self-initiating community and social projects and activities in the library
- Work with colleagues from across the council including Arts Development and Events to put cultural events in the library.
- Promotion and marketing of activities and events in the library in collaboration with the Library Manager and Communications team using a range of communication tools e.g. printed and digital posters for the library, web publishing promoting on social media
- Organise and deliver outreach activities to promote the library beyond the current user group. e.g. providing reader development workshops with schools, youth clubs and community groups in community settings outside the library building
- Assist library users in the use of self-service technology e.g. kiosks, public computers, printers, scanners and other digital provision.
- Coordinate activities to reduce digital exclusion – for example, working with partners and volunteers to run support sessions to help people access online support (such as Universal Credit; disabled parking, housing)
- Build and maintain local partnerships with voluntary and community groups, businesses, schools and colleges, tenants and residents associations to deliver activities and meet local needs
- Support the Community Library Manager to co-ordinate and make best use of the space.

Operational

- Day to day delivery of library core tasks such as books, stock, shelving; information and enquiries, cash management, book displays, equipment checks, reporting and following up on faults; and opening and closing the building.
- Service and building/facilities management as and when needed in support of Community Library Managers.
- Make sure the library service is accessible to all including children, young people, older people, people with disabilities and black and ethnic minority groups.
- Delivering the **Home Library Service**, selecting books and boxing selections for delivery (Swiss Cottage, Kentish Town and Camden Town libraries)
- Participate and input in to cross-library Service projects to review and develop service
- Maintain a safe working environment for staff, volunteers and the public; including ensuring safeguarding procedures are followed; events and activities are risk assessed.
- Ensure that duties are undertaken with due regard and compliance with data protection act, GDPR and other legislation.
- Provide excellent customer care at all times including dealing with day to day enquiries and complaints and supporting people to access information and services, including signposting to other services – e.g. advice, job seeking, health
- Provide operational cover to other libraries where necessary, including working in other sites where needed.
- Support other parts of Library Service such as archives, bibliographic services, online resources where requested
- Deputise for Community Library Manager where needed
- Undertake appropriate roles across the council as required to support the delivery of the Camden's priorities

About you

Experience

- Experience of working in a library or similar setting
- Community awareness and/ or community development experience
- Strong experience of working with different groups in the community (e.g. older people; children and families; BME communities)
- Experience of working with library management systems
- Strong customer service and communication skills including workshopping, presentations and outreach

You have

- Excellent skills at working with local stakeholders and partners
- Strong analytical skills and ability to resolve issues at pace
- Experience working with volunteers and/ or working as a collaborative team
- Skills in organising and delivering community activities
- Skills in supporting customers with existing technology in libraries

Other important information...

People management

There are no line management responsibilities. However, Community Library Officers will be expected to directly supervise volunteers and any work experience students in the library. The Library Manager will have direct line management responsibility for Community Library Officers and volunteers in the local library and may be involved in their induction and training.

Work environment

The post holder will be based at one of Camden's nine branch libraries, but will be expected to cover for another branch library manager should the service require this.

Who you will be working with

You will be line managed by the Community Library Manager for your library. You will work closely with the other Community Library Officers and Community Library Managers from other library branches. Strong partnership working, customer service and community engagement is a critical requirement of the post. You will engage and work closely with local residents, VCS, schools, businesses, community groups and other stakeholders to build and maintain lasting partnerships. You will be the main point of contact for at least 1 of the key partners using the library space. You will work closely with colleagues across the Council to ensure the library operates effectively including IT, property facilities management, health and safety, HR. You will work closely with other Council teams including Events, Arts Development, Adult and Community Learning and Early Years colleagues to help animate the library as a community space.

The application process

We aim to get back to applications within two weeks of the closing date. The interview process will include a competency-based question and answer section.

Who we are

Diversity & Inclusion

At Camden, we value and celebrate difference and encourage diversity in all respects. Our diverse workforce ensures we represent our communities to the best of our ability and enables us to make better decisions. Because of this, we particularly welcome applications from Black, Asian and those of other non-white ethnicities, those who identify as LGBT+, neurodiverse and disabled people.

Agile working

At Camden we view work as an activity, not a place. We focus on performance, not presenteeism. We create trusting relationships, we embrace innovation rather than bureaucracy and we value people. Collaboration is the Camden way, silo working isn't.

Asking for Adjustments

Camden is committed to making our recruitment practices as accessible as possible for everyone. This includes making adjustments or changes for disabled people, neurodiverse people or people with long-term health conditions. If you would like us to do anything differently during the application, interview or assessment process, including providing information in an alternative format, please contact us on 020 7974 6655, at resourcing@camden.gov.uk

