



**JOB DESCRIPTIONS FOR STAFF EMPLOYED BY LIBRARIES NI  
(REFERENCE AQW 6375/2010)**

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1. Cleaner
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9. Clerical Officer
10. Telephonist/Receptionist
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## BELFAST EDUCATION AND LIBRARY BOARD

### JOB DESCRIPTION

#### CLEANER

##### Responsible to

Designated line manager

##### Job Purpose

Undertake, as part of a team, the cleaning of any area within the premises, designated by the line manager.

##### 1.0 Duties and Responsibilities

- 1.1 Sweep, suction clean, mop, dry buff, spray clean, spray wax, machine scrub and dry, strip and re-polish floors using appropriate equipment.
- 1.2 Clean and remove stains of soft floor surfaces (carpets/matting) using the appropriate cleaning method.
- 1.3 Clean toilet and shower area including the fixtures and fittings.
- 1.4 Clean, wash and dust ledges, walls, fixtures, fittings and internal surfaces up to 3.35M. Polishing furniture where appropriate.
- 1.5 Empty and clean internal litter bins and remove litter to the designated collection points.

##### 2.0 General Conditions

- 2.1 All duties must be carried out to comply with:
  - (a) The Health and Safety at Work (NI) Order 1978;
  - (b) Acts of Parliament, Statutory Instruments and Regulations and other legal requirements;
  - (c) The COSHH Regulations;
  - (d) Codes of Practice.
- 2.2 All duties will be carried out in the working conditions normally inherent in the particular job.
- 2.3 Cover colleagues on sick leave in line with Board procedure.
- 2.4 Absence must be reported in line with the Board's Procedure and the relevant forms must be completed and signed by the Building Supervisor.
- 2.5 When carrying out cleaning duties protective clothing or work wear issued must be worn.

- 2.6 Flat-soled enclosed-toe footwear should be worn when carrying out cleaning duties.
- 2.7 Any cleaning equipment issued must be used and cared for in an appropriate and safe manner, with any defects being reported immediately.
- 2.8 All necessary paperwork must be completed.
- 2.9 Duties will be carried out for jobs up to and including those in the same grade, provided such duties are within the competence of the employee.

### 3.0 Training

- 3.1 Employees will accept any training for jobs graded at a higher level than their own. Payment will only be made where there is a requirement by the authority for the higher-level duties to be carried out.
- 3.2 Employees must accept any training to facilitate the undertaking of duties up to and including their own grade. The training to include:

Induction Training  
Refresher Training

### 4.0 Wage Rate

Scale 1(c) Spinal Points 9-11

It is acknowledged that the contents of this generic job description are not subject to appeal.

Staff No: \_\_\_\_\_

Location: \_\_\_\_\_

Job Start Date: From \_\_\_\_\_ To \_\_\_\_\_

\_\_\_\_\_  
Post holder (Signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Principal (Signature)

\_\_\_\_\_  
Date

Post Evaluated January 2008

<b>Post:</b>	Assistant Librarian
<b>Grade:</b>	Senior Clerical Officer
<b>Pay Scale:</b>	£15,570 - £16,991, NJC points 14 - 17
<b>Hours:</b>	To Be Confirmed
<b>Location:</b>	The postholder will be based at a public service point. He/she is required to work a pattern comprising a mix of mornings, afternoons and evening shifts. This will include Saturday work. The postholder may be required to work alone at a service point. The postholder will also be required to work at any other service point including mobile libraries from time to time to provide emergency staff cover or for training purposes, in particular other libraries within Ballymena District Council Area (Ballymena, Broughshane, Portglenone and Kells & Connor Libraries).
<b>Responsible to:</b>	Branch Library Manager
<b>Job Purpose:</b>	Under the direction of the line manager the postholder will assist in the delivery of all library services. He/She will be a member of a team of front-line staff providing library services to meet the learning, information, leisure and cultural needs of the local community.

## **Main Duties and Responsibilities:**

### **Core services to clients**

Under the direction of the line manager:

1. Assist clients to make best use of services and facilities through:
  - Handling client enquiries using print and electronic resources (eg books, CD ROM and the Internet)
  - Processing requests
  - Helping clients to select and use all library resources and facilities
  - Introducing and explaining library services, rules and regulation to new and existing clients and operating Libraries NI complaints procedure
  - Registering client

2. Assist with the routine delivery of the programme of promotional activities to include school class visits, storytime, user education events, special initiatives etc
3. Assist with the day to day routine procedures and the delivery of client focussed library services in the areas of learning, information, leisure and culture to include:
  - Shelving, tidying, maintaining books and other resources
  - Circulation eg: issue, discharge, and renewal procedures for all resources
  - Operation of information communication technology relevant to the post
4. Assist with collation of statistics and maintenance of appropriate records as required
5. Play an active role within the team in ensuring that all services are provided to consistently high standards and comply with current library policy and procedures
6. Provide the first response to comments and complaints from the public within the guidelines of the Library Services complaint procedure

### **Staff Development**

1. Attend and participate in training and staff development programmes in compliance with Libraries NI Staff Development Policy, including staff Appraisal
2. Co-operate as required in the introduction, development and operation of any Information Communications Technology relevant to the grade
3. Keep abreast of initiatives and developments within the library service
4. Contribute to the delivery of training on routine aspects of Public Service Point work

### **Premises and Facilities**

1. Under the direction of the line manager
2. Assist with the maintenance of an orderly, safe and welcoming environment for clients and colleagues in accordance with Libraries NI Health and Safety policy
3. Assist the line manager to ensure that all equipment is handled with care, maintained according to Libraries NI policy, properly secured and that the service point inventory is accurate and up to date

4. Contribute as required to the opening and securing of premises and report any problems to the appropriate Senior Officer
5. Implement Libraries NI policy relating to library charges
6. Assist with the daily, weekly and monthly completion of standard forms and banking routines in accordance with Libraries NI policy
7. Any other duties relevant to the grade as may be reasonably required by the Chief Librarian or his/her designated officer from time to time.

## **JOB DESCRIPTION**

<b>Job Title:</b>	Branch Library Manager. Temporary post initially until April 2011 (subject to review or earlier termination if so determined by Libraries NI).
<b>Grade:</b>	Executive Officer
<b>Salary:</b>	£17,161 - £21,519 (NJC 18-25) (pro-rata)
<b>Hours:</b>	20 hours per week
<b>Department:</b>	Library Service
<b>Location:</b>	Whitehead Branch Library
	The postholder will be based at Whitehead Branch Library. He/she will be required to work a rota comprising a mix of mornings, afternoons and evening shifts. This rota may be changed to meet the needs of Libraries NI. This will include Saturday work. The postholder may be required to work alone at a service point. The postholder will also be required to work at any other service point from time to time to provide staff cover or for training purposes.
<b>Responsible to:</b>	Line Manager
<b>Responsible for:</b>	Up to a maximum of 15 staff (in some circumstances the supervision will be shared) comprising: <ul style="list-style-type: none"> <li>- Senior Library Assistant/s</li> <li>- Library Assistants</li> <li>- Library Patrol Assistants</li> <li>- Cleaner/Porter/Security Person</li> </ul>
<b>Job Purpose:</b>	Under the direction of the Line Manager to supervise the service points on a day-to-day basis and provide direct services to the public. To assist the professional librarians in the development of the service to meet the learning, information, leisure and cultural needs of the local community

## **MAIN DUTIES AND RESPONSIBILITIES**

### **Core services to clients**

Under the direction of the Appropriate Line Manager:



- Ensure that all services are provided to consistently high standards and comply with current library policy and procedures with particular emphasis on:
  - a. The operation of the circulation system appropriate to the service point;
  - b. Client care;
  - c. Assisting clients to make best use of the library service;
  - d. Providing an efficient and effective request service;
  - e. Assisting clients with reference and information enquiries;
  - f. Providing advice and assistance on library resources within or without the service.
- Under the direction of the relevant Officers ensure that the service is developed effectively for all client groups in the community e.g. children, adults, elderly people, people with disabilities etc through activities to promote library materials/services, reading and literacy to the above client groups.
- Under the direction of the appropriate officer ensure that clients have access to a suitable range of resources which meets their needs in line with the stock policy and that resources are maintained in good condition and arranged according to stock policy and agreed procedures.
- Supervise the day to day delivery and routine procedures of client-focused library services in the areas of learning, information, leisure and culture.
- Ensure that statistics and file systems are maintained as required.
- Assist the appropriate Officer/s in promoting and marketing the library as the hub of learning, information, leisure and culture in the local community and take responsibility for routine aspects of:
  - a. maintaining and developing community information;
  - b. updating information relating to community profile;
  - c. maintaining contacts with local community groups/agencies who use library premises as out centres or for courses, meetings, exhibitions etc;
  - d. managing the branch 'what's on' diary.
- Provide the first response to comments and complaints from the public within the guidelines of the Library Services complaint procedure.

## **Staff Management**

- Manage, supervise and appraise the senior library assistant/s, library assistants and ancillary staff at the service point.

- Ensure the service point functions effectively by operating the timetable and duty rota.
- Ensure time-sheets are completed and returned accurately and on time.
- Lead and motivate the senior library assistant/s and library assistants to encourage maximum performance and provide appropriate opportunities for communication.
- Supervise the work of senior library assistant/s and library assistants to ensure consistently high standards are maintained:
  - a. staff performance (including attendance, timekeeping etc);
  - b. staff morale;
  - c. staff welfare.
- Assist relevant officers in identifying the training needs of staff and provide on site refresher and induction training for library assistants on routine aspects of branch library work in line with library service policies.
- Maintain current awareness on library matters through: reading the relevant literature.
- Attendance and participation in relevant courses, conferences/etc in compliance with the Board's Staff Development Policy, including Staff Appraisal.

### **Premises and Administration**

- Ensure the routine maintenance of library premises, maintain files and records as required and refer any problems which cannot be dealt with locally to the appropriate officer.
- Ensure that appropriate action is taken to comply with Health and Safety requirements for the benefit of staff and clients. Notify the appropriate officer of any major issues promptly.
- Ensure that financial procedures and record keeping adhere to Libraries NI Finance policy.
- Supervise all clerical/electronic functions at the service point.
- Ensure adequate stationery and cleaning supplies for the service point from administration Department on a regular basis.
- Where appropriate, act as duty officer while on the premises and ensure that a duty officer rota is in place for all hours when the library is

open to the public. Ensure that the duty officer secures the building and its contents and that all staff is briefed in dealing with emergencies.

- Ensure that a booking system for facilities used by community groups is in place.
- Ensure that all equipment is handled with care, maintained according to Board policy, properly secured and that the service point inventory is accurate and up- to- date.
- Ensure that library guiding, signage and publicity materials are well maintained and replaced as required.
- Ensure that the library is cleaned to a satisfactory standard and notify appropriate officer of cleaning problems.
- Ensure that the library environment is safe, comfortable and welcoming for clients.
- Any other duties relevant to the grade as required by the Director's or his/her designated officer from time to time.

# **SOUTHERN EDUCATION AND LIBRARY BOARD LIBRARY SERVICE**

<b>Post:</b>	Community Librarian:
<b>Salary scale:</b>	Senior Executive Officer (SCP 26-31)
<b>Department / Strategic Unit:</b>	Library Service
<b>Location / Operational Unit:</b>	Branch Library
<p>The postholder may be required to work at a public service point. He/she may be required to work a rota comprising a mix of mornings, afternoons and evening shifts. This rota may be changed to meet the needs of the library service and may include Saturday work. The postholder may be required to work alone at a service point. The postholder may be required to work at any other service point from time to time to provide staff cover or for training purposes.</p>	
<b>Responsible to:</b>	Appropriate member of Library Management Team
<b>Responsible for:</b>	Full supervisory responsibility for up to 15 staff plus dispersal/mobility
<b>Job Purpose:</b>	<p>As a member of a group management team, the postholder will be required to contribute to the development and delivery of services within the group to ensure that the learning, information, leisure and cultural needs of library users are met, specifically with regard to services currently provided via a number of satellite branch libraries and/or Public Service mobiles. The postholder will manage a specialist area of work within the group and may also be a member of an area wide specialist team, led by a senior officer with the overall functional responsibility in the specialist area. The postholder will supervise the delivery of library services to the public through designated service points within the group.</p>
<b>Functional links with:</b>	<p>Line Manager. Library staff. Appropriate board officers. Community groups/partners. Staff in other library services. Local schools. Members of the public. Local contractors and service providers</p>
<b>Key Result Areas:</b>	<p>1 Service delivery.</p>

- 2 Policy support.
- 3 Resources and systems.
- 4 Staff management.

#### Key Result Area 1

#### Service Delivery

- 1.1 Under the direction of the Line Manager, and other senior managers, ensure that all services provided through designated library service points operate to agreed service standards, deliver high quality customer care and comply with current library policy and procedures with particular emphasis on:
- a) The management of systems appropriate to the group.
  - b) Provision of information, advice and support to library users, internal customers, teachers and schools as appropriate.
  - c) Advising the public, including children, on information sources appropriate to their needs and assisting them to exploit the full potential of resources in all formats.
  - d) Development and provision of lifelong learning resources and support and guidance in their use.
  - e) Maintenance of good practice and agreed procedures in respect of equality issues, child protection issues, business excellence, social inclusion and agreed programmes.
- 1.2 Under the guidance of the Line Manager participate in the development, co-ordination and review of effective services in the relevant area, in line with the business plan through:
- a) Participation in the monitoring of and reporting on group targets and action plans to meet overall library objectives and implementing agreed remedial action.
  - b) Identifying opportunities for service improvements, income generation and partnerships, preparing reports and costing proposals.
  - c) Supervision of agreed local projects, in co-operation, where appropriate, with funders and local partners.
  - d) Delivering appropriate training to group staff.
  - e) Participating in consultation with users.
- 1.3 Under the guidance of the Line Manager, or other senior managers, participate in the promotion and marketing of relevant aspects of the service to develop the library service's role as a key resource for learning, information, leisure and culture in the local community to include:
- a) Development of information resources for local communities.
  - b) Development of electronic content.
  - c) Planning and delivery of user education, reader development, information skills and cultural programmes for all users.
  - d) Organisation and management of promotional events as required.
- 1.4 As a member of the relevant specialist group, assist the appropriate senior manager in the development, co-ordination and review of effective services in the specialist area, in line with the business plan, and manage these activities within the group through

- a) Identifying opportunities for service improvements, preparing reports and costing proposals.
- b) Managing agreed programmes and activities as required.
- c) Developing resources and programmes, and ensuring the delivery of appropriate training to designated staff.
- d) Participating in consultation with users.
- e) Ensuring that information from other working groups is fully disseminated throughout the group.

1.5 Respond to comments and complaints from the public, including those regarding decisions made within policies and procedures by junior staff, within the guidelines of the library service complaints procedure.

## Key Result Area 2

### Policy Support

- 2.1 Provide specialist input and support to the group and support to the Line Manager through the application of supervisory skills and a range of library and information skills relevant to the work of the group.
- 2.2 Deputise for the Line Manager as required.
- 2.3 Participate in the development of board and service-wide initiatives through working groups or operational teams as required.
- 2.4 Represent the group at internal meetings or at external meetings with local organisations or individuals to co-ordinate agreed activities.
- 2.5 Contribute to the planning, delivery and evaluation of training programmes for library staff as required.
- 2.6 Contribute to the development and implementation of overall library service objectives, in line with the business plan through
  - a) Carrying out research required by the Line Manager or the library senior management team.
  - b) Participating in teams and meetings as required.
  - c) Participating in consultation with users.
  - d) Collating and analysing management information.
  - e) Preparing reports and costing proposals.
- 2.7 Undertake continuing professional development in all relevant aspects of library and information management including
  - a) Attendance and participation in relevant courses, conferences etc.
  - b) Reading relevant literature.
  - c) Maintaining an awareness of developments in areas relevant to the group, and relate and apply this knowledge to local library provision.

## Key Result Area 3

### Resources and Systems

- 3.1 Participate in collection development and management activities in respect of



print, audio-visual and electronic collections including:

- a) Assisting in the formulation, implementation and review of collection development policy.
- b) Supervising stock processes and functions within the group, as required, in accordance with agreed policies and procedures.
- c) Stock analysis.
- d) Assessment of user needs and stock usage.
- e) Promotion.

3.2 Assist the Line Manager in the management and deployment of ICT in the group, including:

- (a) The planning of ICT use to develop relevant library services.
- (b) The delivery and monitoring of agreed training in library management systems and ICT use.
- (c) Liaison with ICT staff and service provider to identify and resolve problems and ensure continuity of service.

3.3 Supervise designated premises and/ or vehicles within the group. Ensure that appropriate action is taken to identify and resolve maintenance needs and to comply with health and safety requirements for the benefit of staff and clients. In the absence of the Line Manager, supervise other premises. Notify the appropriate officer of any major issues promptly.

3.4 Prepare layouts, shelving plans and equipment lists for service points as required.

3.5 Assist the Line Manager, as required, with the implementation of minor works and maintenance programmes and act as local liaison with relevant board departments and outside contractors on routine aspects of the contracts.

3.6 Manage any delegated budget, under the direction of senior managers, to meet agreed library service objectives. Ensure that all financial procedures and record keeping adhere to board policy.

3.7 Participate in the duty officer rota to ensure cover for all operational hours within the group. Ensure that emergency and security procedures are followed and that all staff are briefed in dealing with emergencies.

3.8 Any other duties relevant to the grade as required by the chief librarian or his / her designated officer from time to time.

#### Key Result Area 4

#### Staff Management

4.1 Manage, supervise and appraise designated staff and, in the absence of designated supervisory staff, allocate, supervise and monitor the work of other relevant staff in the group.

4.2 Manage the performance of designated staff to ensure consistently high standards are maintained, provide leadership and motivation, and ensure the creation and maintenance of effective working relationships, and the promotion of staff welfare and morale.

- 4.3 Identify the training and development needs of designated staff and provide on site refresher and induction training for staff on routine aspects of the work of the team in line with library service policies.
- 4.4 Take part in the recruitment and selection of staff to agreed levels.
- 4.5 Contribute to the management of disciplinary and grievance procedures to agreed levels.

It is acknowledged that the contents of this generic job description are not subject to appeal.



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**WESTERN EDUCATION AND LIBRARY BOARD  
LIBRARY SERVICE**

**Post:** Senior Librarian, Community  
**Salary Scale:** Administrative Officer (SCP 33-36)  
**Department / Strategic Unit:** Library Service /  
**Location / Operational Unit:**

The postholder may be required to work at a public service point. He/she may be required to work a rota comprising a mix of mornings, afternoons and evening shifts. This rota may be changed to meet the needs of the library service and may include Saturday work. The postholder may be required to work alone at a service point. The postholder may be required to work at any other service point from time to time to provide staff cover or for training purposes

**Responsible to:** As appropriate  
**Responsible for:** Full supervisory responsibility for up to 49 staff plus dispersal  
**Job Purpose:** To manage the delivery of library services to the public through one of a number of groups, comprising a number of service points; the postholder will be a member of an operational management group for community services, led by the ACL or senior manager. As a member of this group he/she will participate fully in operational decision making on all aspects of the delivery of community services.  
**Functional links with:** Line manager  
Library staff  
Appropriate board officers  
Managers and staff in other library services  
Community groups  
Local schools  
Relevant statutory bodies  
Members of the public  
Outside contractors and providers of services  
**Key Result Areas:**  
1 Service delivery  
2 Policy support  
3 Resources and systems  
4 Staff management

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# **Key Result Area 1**

## **Service delivery**

- 1.1 Under the guidance of the line manager, manage the group to ensure that all services provided through designated library service points operate to agreed community service standards, deliver high quality customer care and comply with current library policy and procedures with particular emphasis on:
- a) the management of systems throughout the group
  - b) provision of information, advice and support to the public, including children
  - c) advising the public, including children, on information sources appropriate to their needs and assisting them to exploit the full potential of resources in all formats
  - d) development and provision of lifelong learning resources and support and guidance in their use
  - e) implementation of good practice and agreed procedures within the group in respect of equality issues, child protection issues, business excellence, social inclusion and other agreed programmes
  - f) liaison with other managers to ensure the effective delivery of specialist services within the group.
- 1.2 As a member of the community services operational group, assist the line manager in the formulation, monitoring and review of operational policies and procedures and in the development and co-ordination of effective services to all relevant client groups, and manage these activities within the group, through
- a) contributing to the development of community services targets and action plans to meet overall library objectives
  - b) identifying opportunities for service improvements, preparing reports and costing proposals
  - c) making recommendations for consideration by the line manager and LSMT
  - d) managing agreed projects as required
  - e) collating and analysing management information, and reporting on group performance
  - f) leading and participating in consultation with users
  - g) ensuring that information from LSMT, and other working groups is fully disseminated throughout the group.
- 1.3 Assist the appropriate senior manager in the development, promotion and marketing of relevant aspects of the service to develop the public library role as a key resource for learning, information, leisure and culture in the community and manage these activities within the group to include:
- a) development, review and implementation of relevant marketing plans
  - b) development of information resources
  - c) development of electronic content
  - d) planning and delivery of user education, reader development and information skills and cultural programmes for all users

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- c) organisation and management of promotional events.

- 1.4 Investigate and respond to comments and complaints from users of the service, including those regarding decisions made within policies and procedures by junior staff, within the guidelines of the library service complaints procedure. Review comments and complaints and make recommendations as appropriate, including any changes to service provision and practice.

## Key Result Area 2

## Policy support

- 2.1 Provide support to the library senior management team and / or to other groups / sections and managers through the application of management, library and information skills relevant to the work of the group.
- 2.2 Deputise for the line manager as required.
- 2.3 Represent and report to the library senior management team at board officer or inter-board library service groups or external meetings with local organisations or individuals to progress agreed board and library objectives, as required.
- 2.4 Contribute to the development and implementation of overall library service objectives and programmes, in line with the business plan, through:
  - a) carrying out research required by senior managers
  - b) leading and participating in teams and meetings as required
  - c) leading and participating in consultation with users as required
  - d) collating and analysing management information
  - e) preparing reports and costed proposals
  - f) co-ordinating and managing specific service-wide library programmes as required.
- 2.5 Participate in the development and implementation of board-wide programmes in line with board and library strategic objectives under the guidance of the line manager.
- 2.6 Undertake continuing professional development in all relevant aspects of library and information management including:
  - a) attendance and participation in relevant courses, conferences etc
  - b) reading relevant literature
  - c) maintaining an awareness of developments in areas relevant to the group, and relating and applying this knowledge to the management of the group and the provision of services.

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### Key Result Area 3

### Resources and systems

- 3.1 Manage collection development and management activities within the group in respect of print, audio-visual and electronic collections including:
- a) assisting in the formulation, implementation and review of collection development policy
  - b) managing stock processes and functions within the group, as required, in accordance with agreed policies and procedures.
  - c) collection analysis
  - d) assessment of user needs and collection usage
  - e) promotion
- 3.2 Assist senior managers in the management and deployment of ICT in the group including,
- (a) the planning of ICT use to develop relevant library services
  - (b) the delivery and monitoring of agreed training in library management systems and ICT use
  - (c) liaison with ICT staff and service providers to identify and resolve problems and ensure continuity of service.
- 3.3 Assist senior managers with the development and management of relevant projects located in the group area, including capital projects, and provide, under the direction of the appropriate senior manager, local management for agreed projects, minor works and maintenance programmes, in co-operation with the relevant board departments, funders, local partners and any outside contractors
- 3.4 Keep under review furniture and equipment requirements for the group; prepare layouts, shelving plans and furniture and equipment lists as required; and assist the line manager with the development of specifications and the evaluation of tenders and quotations as required.
- 3.5 Oversee the supervision of premises, vehicles, library systems and facilities within the group. Ensure that appropriate action is taken to identify and resolve maintenance needs and to comply with health and safety requirements for the benefit of staff and clients. Notify the appropriate officer of any major issues promptly.
- 3.6 Manage any delegated budget, under the direction of the senior managers, to meet agreed library service objectives. Provide monitoring and support to other budget holders in the group. Ensure that all financial procedures and record keeping adhere to board policy.
- 3.7 Ensure management cover is in place within the group for all operational hours and participate in any service-wide duty officer rota as required. Ensure that emergency and security procedures are followed and that all staff are briefed in dealing with emergencies.

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- 3.8 Any other duties relevant to the grade as required by the chief librarian or his / her designated officer from time to time.

#### Key Result Area 4

#### Staff management

- 4.1 Manage the deployment, supervision and appraisal of designated staff to meet service needs.
- 4.2 Manage the performance of the group to ensure consistently high standards are maintained, provide overall leadership and motivation, and ensure the creation and maintenance of effective working relationships, and the promotion of staff welfare and morale.
- 4.3 Ensure the identification of the training and development needs of staff and contribute to the planning, delivery and evaluation of staff training programmes as required.
- 4.4 Take part in the recruitment and selection of staff to agreed levels.
- 4.5 Contribute to the management of disciplinary and grievance procedures to agreed levels.

It is acknowledged that the contents of this generic job description are not subject to appeal.

Joe McGarr

Postholder

22/11/02

Date

A. Crossin

Designated Line Manager

15.11.02

Date

H. O'Scan

Head of Department

26/11/02

Date



# **NORTH EASTERN EDUCATION AND LIBRARY BOARD LIBRARY SERVICE**

<b>Post:</b>	Senior Library Assistant (Mobile Services)
<b>Grade:</b>	Executive Officer (SCP 18-25)
<b>Department/Strategic Unit:</b>	Library Service
<b>Location/Operational Unit:</b>	Mobile Library

The postholder will be based on a mobile library for which they will be the designated supervisory officer. He/she will be required to work a rota comprising a mix of mornings, afternoons and evening shifts and may include Saturday work. This rota may be changed to meet the needs of the library service. Duties will include driving a range of library vehicles including public service mobile libraries, schools' service vehicles, health and welfare service vehicles. These may include Heavy Goods Vehicles, where appropriate. The postholder may be required to work alone. The postholder may also be required to work at and supervise other service points including branch libraries.

<b>Responsible to:</b>	Appropriate Line Manager
<b>Responsible for:</b>	Where appropriate library assistants working with/on the mobile library service.
<b>Job Purpose:</b>	Under the direction of the line manager the postholder will deliver on a day to day basis library services to the public/schools/housebound/other centres. He/she will be a member of a team of front-line staff assisting the line manager and professional librarians in the development of library services to meet the learning, information, leisure and cultural needs of library clients
<b>Functional Links with:</b>	<p>All other library staff including line managers</p> <p>Transport Department Officers</p> <p>Schools - teachers and pupils</p> <p>Administrative and IT staff within the Board</p> <p>Community groups</p> <p>Sensory Support services including RNIB</p> <p>Social services staff in connection with housebound service.</p> <p>Hospitals, day centres, residential homes</p> <p>Members of the public</p>

<b>Key result areas:</b>	1	Core services to clients
	2	Staff Development
	3	Vehicles
	4	Administration

### **Key Result Area 1: Core services to clients**

Under the direction of the line manager

- 1.1 Ensure that all services are provided to consistently high standards and comply with current library policy and procedures with particular emphasis on:
  - The operation of the circulation system appropriate to the service point
  - Client care
  - Assisting clients to make use of the library service
  - Providing an efficient and effective request service, exploiting all the resources of the service
  - Assisting clients with reference and information enquiries
  - Providing advice and assistance on library resources within or without the service.
- 1.2 Assist with the planning and delivery of the programme of promotional activities to all client groups in the community e.g. children, adults, elderly people, people with disabilities through activities to promote library materials/services and reading and literacy initiatives.
- 1.3 To be responsible for ensuring that the vehicle maintains its daily timetable.
- 1.4 Ensure that the day to day routine procedures and the delivery of client- focused library services in the areas of learning, information, leisure and culture are carried out including:
  - Shelving, tidying, maintaining books and other resources
  - Circulation e.g. issue, discharge, and renewal procedures for all resources
  - Operation of information communication technology relevant to the post.
- 1.5 Ensure that statistics and files are maintained as required.
- 1.6 Play an active role within the team in ensuring that all services are provided to consistently high standards and comply with current library policy and procedures.
- 1.7 Provide the first response to comments and complaints from the public within the guidelines of the Library Services complaint procedure.
- 1.8 Under the direction of the appropriate officer ensure that clients have access to a suitable range of resources which meets their needs in line with stock policy and that resources are maintained in good condition and arranged according to stock policy and agreed procedures.

## Key Result Area 2: Staff Development

- 2.1 Maintain current awareness of initiatives and developments within the library service by attendance and participation in training and staff development programmes in compliance with the Board's Staff Development Policy, including Staff Appraisal.
- 2.2 Co-operate as required in the introduction, development and operation of any Information Communication Technology relevant to the grade.
- 2.3 Contribute to the delivery of training including refresher and induction for library assistants on routine aspects of mobile library work, in line with library service policies.
- 2.4 Where appropriate allocate and supervise the work of library assistants to ensure consistently high standards are maintained and provide appropriate opportunities for communication.

## Key Result Area 3: Vehicles

Under the direction of the line manager to be responsible as required for driving the mobile library. In these circumstances the following will apply:

- 3.1 To be responsible for carrying out the daily checks, e.g. oil, water and fuel levels, tyre pressure etc.
- 3.2 To be responsible for the safe custody, including overnight parking, of the vehicle and spares equipment belonging to it, and to secure any property carried or stored in it.
- 3.3 To ensure that the vehicle is efficiently maintained and kept clean at all times.
- 3.4 To ensure that the vehicle is maintained in a safe and roadworthy condition and arrange for servicing, repairs, and preparation for PSV as required.
- 3.5 To report any furniture or equipment needs to the appropriate line manager on request.
- 3.6 Ensure the maintenance of an orderly, safe and welcoming environment on the mobile for clients and colleagues in accordance with Board Transport and Health & Safety policies, including safe access to and from the vehicle for all client groups.
- 3.7 Assist the line manager to ensure that all equipment is handled with care, maintained according to Board policy, properly secured and that the mobile inventory is accurate and up to date.
- 3.8 Delivery duties.



**Key Result Area 4: Administration**

- 4.1 Implement Board policy relating to library charges.
- 4.2 To complete the daily log sheet showing distances covered, fuel and oil used etc.
- 4.3 Ensure the daily, weekly and monthly completion of standard forms/records and routines in accordance with Board policy.
- 5.0 Any other duties relevant to the grade as may be reasonably required by the Chief Librarian or his/her designated officer from time to time.

It is acknowledged that the contents of this generic job description are not subject to appeal.

Mexi Bill

Postholder

11/9/2001

Date

Angela Crane

Designated Line Manager

16-9-01

Date

Mr Mc Lane

Head of Department

19/9/01

Date

BELFAST EDUCATION AND LIBRARY BOARD		JOB DESCRIPTION
<b>Post Title:</b>	Library patrol assistant	
<b>Department:</b>	Libraries department	
<b>Location:</b>	Central library and/or branch libraries as may be required by library management to meet the needs of the service.	
<b>Responsible to:</b>	Branch library manager or Senior library assistant	
<b>Main purpose of job:</b>	To assist in the maintenance of good order / behaviour in the branch library and to contribute to the care of customers using the service.	
<b>Duties and responsibilities:</b>	<ol style="list-style-type: none"> <li>.1 to ensure that all visitors behave in an acceptable manner and do not disrupt other users.</li> <li>.2 to inform the branch library manager of any unacceptable behaviour.</li> <li>.3 to assist as necessary and as required those with mobility problems to enter and leave the building and to utilise the library</li> <li>.4 to contribute to a welcoming atmosphere for all users</li> <li>.5 to ensure children are safe within the library environment</li> <li>.6 to patrol inside and outside the building as necessary</li> <li>.7 to assist with light portering duties as required</li> <li>.8 to be responsible for the erection of display equipment and the display of materials on notice boards, as directed by the branch library manager</li> <li>.9 as directed by the branch library manager to help with the preparation for craft sessions and other activities</li> <li>.10 to assist with the cleaning of books and the replacing of book jackets</li> <li>.11 to assist as required with the collection of overdue library materials.</li> </ol>	
<b>General conditions:</b>	<ol style="list-style-type: none"> <li>.1 <u>Working Hours</u> Up to 15 hours per week to include evenings and afternoon work.</li> <li>.2 all duties must be carried out to comply with:               <ol style="list-style-type: none"> <li>(a) the Health and Safety at Work (NI) Order (1978)</li> <li>(b) Acts of Parliamentary, Statutory Instruments and Regulations and other legal requirements;</li> <li>(c) Codes of Practice;</li> </ol> </li> </ol>	

- |    |   |
|----|---|
| .3 | duties will be carried out in the working conditions normally inherent in the job;  |
| .4 | duties will be carried out at any library premises, as required;  |
| .5 | all necessary paperwork must be completed;  |
| .6 | duties will be carried out for jobs up to and including those in the same grade provided such duties are within the competence of the employee. |

**Training:**

- |    |   |
|----|---|
| .1 | employees will accept any training to facilitate the undertaking of duties for jobs up to and including their own grade |
|----|---|

**Wage rate:**

NJC for local authorities services (manual workers).

**SOUTH EASTERN EDUCATION AND LIBRARY BOARD  
LIBRARY SERVICE**

**POST:** Personal Assistant

**STRATEGIC UNIT:** Library and Information

**BUSINESS UNIT:** Library Service

**OPERATIONAL UNIT:** Assistant Chief Librarians

**LOCATION:** Library Headquarters, Ballynahinch

**SALARY SCALE:** NJC PTS 18-25

**JOB PURPOSE:** To act as Personal Assistant to the Assistant Chief Librarians, providing comprehensive and confidential secretarial and administrative services in relation to the Library Service.

**KEY RESULT AREAS:**

- 1 PERSONAL ASSISTANT RESPONSIBILITIES
- 2 ADMINISTRATIVE SERVICES
- 3 COMMITTEE WORK
- 4 MISCELLANEOUS

**KEY RESULT AREA 1: PERSONAL ASSISTANT RESPONSIBILITIES**

- 1.1 To act as initial contact between the Assistant Chief Librarians and clients of the service, including Board Members and Officers, schools, officers from other Board's, DENI/DCAL and the public
- 1.2 To receive and handle telephone calls for the Assistant Chief Librarians and as required for the Chief Librarian
- 1.3 To receive and respond promptly to the Assistant Chief Librarians correspondence including electronic mail. Under the guidance of the Assistant Chief Librarians and members of the library Senior Management team, handle correspondence of a general and highly confidential nature including draft responses and/or forwarding to the appropriate officer
- 1.4 To word process letters, reports and other documents, including those of a confidential nature
- 1.5 To create establish and maintain database and spreadsheets and Desk Top Publishing documents

- 1.6 To prepare and collate all relevant material for meetings attended by the Assistant Chief Librarians, including sourcing and analysing information prior to Board Committee meetings and meetings with external agencies
- 1.7 To arrange meetings for the Assistant Chief Librarians and Board Officers, Board members, DCAL/DENI officials, other appropriate individuals and outside bodies
- 1.8 To arrange OUM/GLM meetings and other meetings as required for the Assistant Chief Librarians, send agendas, process and circulate minutes
- 1.9 To follow up action requested by the Assistant Chief Librarians or circulated documents
- 1.10 To ensure that comments and complaints are referred to the relevant officer or section and maintain a master file in relation to all comments forms received by the Chief Librarian in the absence of the Chief Librarians Personal Assistant
- 1.11 To set up and maintain a confidential personal filing system for the Assistant Chief Librarians
- 1.12 To maintain a current and accurate diary for the Assistant Chief Librarians
- 1.13 To research, collate and analyse statistical and other data for the Assistant Chief Librarians and Library Senior Management Team and prepare and present appropriate data including the following:
  - maintaining the spreadsheet relating to hire of rooms
  - maintaining training spreadsheets and hard copy files
  - inputting quarterly and annual statistics onto spreadsheets & producing graphical information
  - inputting irrecoverable stock statistics
  - maintaining spreadsheets of staff on internal and external committees
  - maintaining staff list spreadsheet
  - maintaining spreadsheets of public service points contact list & opening hours
- 1.14 To provide a current awareness information service to the Library SMT (*this is not done by the Chief Librarians PA anymore*)

#### **KEY RESULT AREA 2: ADMINISTRATIVE SERVICES**

- 2.1 To act as liaison for specific events organised by the Library & Information Service. Issue invitations, collate replies, draw up and circulate lists to appropriate staff and Board Members
- 2.2 To distribute information to all Service/Business Units in the Library Service



- 2.3 To prepare, update and disseminate the Library and Information service Induction packs for all new members of staff (*this is now done centrally by the Boards Organisational Development Unit*)

### **KEY RESULT AREA 3: COMMITTEE WORK**

To perform duties 3.1 to 3.5 in the absence of the Chief Librarians Personal Assistant

- 3.1 To service meetings of the Library & Information Committee, including preparation of agendas, taking minutes, preparation and circulation of minutes
- 3.2 To prepare agendas, take and prepare minutes and distribute to Members of Working Groups and officer groups of the Library & Information Committee
- 3.3 To make contact with the Chairman and Members of the Library & Information Committee as required by the Chief Librarian
- 3.4 To ensure that definitive copies of full Board and Library & Information Committee minutes are maintained, sent annually for binding and retained in the Library Headquarters Archive
- 3.5 To update Board Members listing and sure all staff in the Strategic Unit are advised of changes

### **KEY RESULT AREA 4: MISCELLANEOUS**

- 4.1 To prepare and distribute the weekly driving schedule in Library Headquarters and ensure that Operational Unit Managers and Group Library Managers are informed. Update on a daily basis changes to the driving schedule
- 4.2 To ensure Library Headquarters Receptionists are informed daily of changes to the Assistant Chief Librarians diaries
- 4.3 To assist with the input, preparation and analysis of the annual statistics for the Library & Information Service and the annual report
- 4.4 In the absence of other clerical support to provide assistance to members of the Library & Information Service Senior Management team in relation to word processing, filing, answering telephone enquiries and similar matters as required
- 4.5 Such other duties of a similar nature as may be required

## BELFAST EDUCATION AND LIBRARY BOARD

The Belfast Education and Library Board under the provisions of the Education and Libraries (Northern Ireland) Orders, is responsible for providing an education and library service, including a youth service, in the Belfast area. The area has a population of approximately 277,000. The number of pupils in attendance at school in the board's area is approximately 64,500.

### JOB DESCRIPTION

**POST:** Clerical Officers (with word processing duties)

**LOCATION:** Various Departments and Outcentres  
Board Headquarters  
40 Academy Street  
BELFAST  
BT1 2NQ

**RESPONSIBLE TO:** Line Manager

**REQUIREMENTS:** Applicants must hold a minimum of OCR (formerly RSA) Intermediate Typewriting (parts 1 & 2) or equivalent examination qualifications or OCR Intermediate Word Processing (parts 1 & 2) AND 4 GCE 'O' level or GCSE passes (grades A, B or C) or equivalent or higher examination qualifications.

Suitable applicants who are not appointed to immediate vacancies will be placed on a reserve list which will remain valid for one year and may be offered appointments (temporary and permanent) at the discretion of the board during that period.

Preference may be given to those applicants with previous relevant administration experience.

**DUTIES:** As attached

**HOURS:** per week

**SALARY:**

## **BELFAST EDUCATION AND LIBRARY BOARD**

### **CLERICAL OFFICERS (with word processing duties)**

#### **Board Headquarters - various departments**

The person most likely to fill this position will be required to:

1. have good written and oral communication skills;
2. have a specific ability to use IT and other office equipment;
3. meet specified output criteria;
4. work alone and/or as a member of a team and with staff at all levels within the organisation.

He/she must also have a flexible approach to work and be prepared to work in any section within headquarters departments.

#### **Main Purpose of the Job**

To carry out the general routine duties and procedures required to provide clerical and administrative support within a section of the headquarters and related departments of the Belfast Education and Library Board.

#### **Major Duties and Responsibilities**

To provide typing, keyboard and computer services and carry out routine clerical and administrative tasks, as directed, including basic customer service.

The specific responsibilities and activities will depend on the particular location of a post.

#### **Examples of general responsibilities and activities of the posts:**

##### **1. Keyboard and I.T. service**

Typewriting  
Word Processing  
Data input and extraction

##### **2. General Clerical and Administrative Service**

Maintaining files and filing systems  
Photocopying



- Processing mail
- Maintaining records associated with office stationery and equipment stores
- Operating office equipment
- Booking facilities
- Keeping diaries
- Arranging meetings, preparing meeting rooms and providing hospitality
- Collecting and processing information/data
- Making calculations
- Writing and processing orders
- Preparing and Despatching accounts
- Compiling statistics
- Handling petty cash
- Making bank lodgements
- Operating a till.

### **3. Customer Service**

- Reception duties
- Telephone duties
- Counter duties

**\* Please note various locations and outcentres include Mountcollyer Technology Centre, Ulidia Resource Centre, School of Music and Libraries Service.**

Late application forms will not be accepted under any circumstances.

*Examples Of General Responsibilities And Tasks Of The Posts:*

**1. GENERAL CLERICAL AND ADMINISTRATIVE SERVICE**

Maintaining files and filing systems  
Photocopying  
Processing mail  
Maintaining records associated with office stationery and equipment stores  
Operating IT and other office equipment  
Booking facilities  
Keeping diaries  
Arranging meetings, preparing meeting rooms and providing hospitality  
Collecting and processing information/data  
Data input and extraction  
Making calculations  
Writing, and processing orders  
Preparing and despatching accounts  
Compiling statistics  
Handling petty cash  
Making bank lodgements  
Operating a till

**2. CUSTOMER SERVICE**

Reception duties  
Telephone duties  
Counter duties

## **BELFAST EDUCATION AND LIBRARY BOARD**

### **TELEPHONIST/RECEPTIONIST (Clerical Officer)**

The person most likely to fill this position will be required to:

1. have good written and oral communication skills;
2. have a specific ability to use IT and other office equipment;
3. meet specified output criteria;
4. work alone and/or as a member of a team and with staff at all levels within the organisation.

He/she must also have a flexible approach to work and be prepared to work in any section within headquarters departments.

#### **Main Purpose of the Job**

To carry out the general routine duties and procedures required to provide clerical and administrative support within a section of the headquarters and related departments of the Belfast Education and Library Board.

#### **Major Duties and Responsibilities**

To provide typing, keyboard and computer services and carry out routine clerical and administrative tasks, as directed, including basic customer service.

The specific responsibilities and activities will depend on the particular location of a post.

#### **Examples of general responsibilities and activities of the posts:**

##### **1. Keyboard and I.T. service**

- Typewriting
- Word Processing
- Data input and extraction

##### **2. General Clerical and Administrative Service**

- Maintaining files and filing systems
- Photocopying
- Processing mail
- Maintaining records associated with office stationery and equipment stores
- Operating office equipment
- Booking facilities
- Keeping diaries

Arranging meetings, preparing meeting rooms and providing hospitality  
Collecting and processing information/data  
Making calculations  
Writing and processing orders  
Preparing and Despatching accounts  
Compiling statistics  
Handling petty cash  
Making bank lodgements  
Operating a till.

**3. Customer Service (see attached list of duties)**

Reception duties  
Telephone duties  
Counter duties

**Late application forms will not be accepted under any circumstances.**

**See notes of guidance attached.**

*Julie Little 16 August 2007*

*L. Mulligan 16/8/07*

*Katherine Mc Cleary 16/08/07*

# **BELFAST EDUCATION AND LIBRARY BOARD      JOB DESCRIPTION**

**Post Title:** Library attendant

**Department:** Libraries department

**Location:** Central library and/or branch libraries as may be required by library management to meet the needs of the service.

**Responsible to:** Building superintendent or, if located at a branch library, a group librarian.

**Main purpose of job:** To perform a range of portering and caretaking duties essential to the efficient and effective operation of the library service for the benefit of library users.

## **Duties and responsibilities:**

- .1 to clean areas of accommodation and equipment not normally assigned to the cleaning staff eg walls, windows, glass panels, light fittings, shelving and loading bay areas;
- .2 to assist with the maintenance of floors and, when necessary, to assist with general cleaning duties normally undertaken by cleaning staff;
- .3 to tidy library grounds and building surrounds including sweeping, removal of leaves, litter etc;
- .4 to replace light bulbs, fluorescent tubes and starters, as required;
- .5 to erect and dismantle shelving and other equipment, such as display units;
- .6 to move furniture, equipment, boxes, books, waste and other items;
- .7 to give and receive messages and undertake messenger duties within library premises and elsewhere (eg. to board headquarters and bank), as required;
- .8 to collect overdue books and materials and deliver books and materials, as necessary;
- .9 to admit authorised vehicles and persons to library premises, issue visitor passes and escort as necessary;
- .10 to receive (and receipt) deliveries and transfer items to storage etc;
- .11 to sort books/boxes/materials in the loading bay and other areas;
- .12 to remove books and other items from shelves and replace as necessary;
- .13 to assist with the opening, closing and securing of library premises;
- .14 to assist with loading and unloading of library and other delivery vans;

- .15 to patrol library premises as directed and to assist in the maintenance of good order and proper use of the facilities whilst the library is in use;
- .16 to undertake occasional relief driving duties when required eg library vans and mobile libraries, within the competence of the post holder;
- .17 to carry out such other duties appropriate to the post and grade as may be required from time to time.

**General conditions:**

- .1 Working Hours: Central Library: 36 hours per week on a fortnightly alternating shift pattern . Variations in this working pattern will be required from time to time as circumstances warrant.  
  
Appropriate payments will be made for hours worked on Saturdays as part of a normal shift pattern. Appropriate payments will be made for any additional hours worked.  
  
A shift allowance is payable when shift working is in force.  
  
Working Hours : Branch Libraries: 36 hours per 5-day week (Mon-Fri).  
  
Hours outside these arrangements may be required to suit the needs of individual service points . Appropriate payments will be made for any additional hours worked.
- .2 all duties must be carried out to comply with:
  - (a) the Health and Safety at Work (NI) Order (1978)
  - (b) Act of Parliamentary, Statutory Institute and Regulations and other legal requirements;
  - (c) Codes of Practice;
- .3 duties will be carried out in the working conditions normally inherent in the job;
- .4 duties will be carried out at any library premises, as required;
- .5 all necessary paperwork must be completed;
- .6 duties will be carried out for jobs up to and including those in the same grade provided such duties are within the competence of the employee.
- .7 Protective clothing will be provided as required.

**Training:**

- .1 employees will accept any training to facilitate the undertaking of duties for jobs up to and including their own grade;
- .2 employees will accept training for jobs graded at higher levels than their own. Payment will only be made where this is a requirement by the authority for the higher level of duties to be carried out.

Wage rate: PT. 6

NJC for local authorities services (manual workers).



Belfast Education and Library Board  
Library Service

<b>Post:</b>	Building Superintendent
<b>Grade:</b>	currently AP3/4
<b>Location/Operational Unit:</b>	Central Library
<b>Responsible to:</b>	Principal Librarian – Admin and Support Services
<b>Responsible for:</b>	The supervision of up to 49 staff under the supervision of the line manager ie drivers, library attendants and cleaners in Central Library.
<b>Job Purpose:</b>	To manage the delivery of a range of services to agreed standards in support of staff providing the public library service
<b>Functional links with:</b>	Line manager Library staff in all service points Appropriate board officers External agencies including suppliers
<b>Key result areas:</b>	1. Environment for public and staff 2. Deliveries and portage 3. Staff management

**Key result area 1:** Environment for public and staff



**Under the guidance of line manager:**

- 1.1 To ensure that effective arrangements for the opening and closing of the Central Library building are in place and implemented.
- 1.2 To ensure that the central library building is clean and comfortable for the delivery of public services.
- 1.3 To attend to the control of heating, electrical and plumbing systems as necessary.
- 1.4 To assist with the security of the premises, the safety of staff and the maintenance of good order and acceptable use of the premises during public opening hours.
- 1.5 To ensure all relevant equipment is maintained to agreed standards and advise line manager on necessary replacements or upgrade
- 1.6 To act as a keyholder for the central library.



## Key result area 2:

## Deliveries and portage



### Under the guidance of the line manager:

- 2.1 To organise and maintain the loading bay area including the despatch and receipt of goods, notification of discrepancies in deliveries to the Administration Manager and the distribution of goods received to appropriate departments.
- 2.2 To provide a daily delivery and collection service using three vans, including:
  - a) the delivery of books and materials to all branches and various residential homes and centres
  - b) to all schools in the Belfast area
  - c) other deliveries and collections as required
- 2.3 To ensure that all portage and janitorial needs in central library are met.
- 2.4 To provide relief staff for cleaning and portage duties as required in branch libraries.
- 2.5 To ensure a consistent supply of cleaning and related materials for all service points and maintain relevant stock holding records.

## Key result area 3:

## Staff management



### Under the guidance of line manager:

- 3.1 Manage, supervise and appraise the senior library attendants, attendants, drivers and cleaners at central library.
- 3.2 Ensure the service point functions effectively.
- 3.3 Ensure time-sheets are completed and returned accurately and on time.
- 3.4 Lead and motivate the senior library attendants, attendants, drivers and cleaners to encourage maximum performance and provide appropriate opportunities for communication.
- 3.5 Supervise the work of senior library attendants, attendants, drivers and cleaners to ensure consistently high standards are maintained:
  - a) staff performance ( including attendance, timekeeping etc)
  - b) staff morale
  - c) staff welfare
- 3.6 Assist relevant officers in identifying the training needs of staff and provide on site refresher and induction training for senior attendants, attendants, drivers and cleaners on routine aspects of support services work in line with library service policies.
- × 3.7 Participate in the recruitment and selection of cleaners and attendants as required.
- 3.8 Contribute to the management of disciplinary and grievance procedures to agreed levels.

#### Key Result Area 4

#### Policy support



#### Under the guidance of line manager:

- 4.1 To contribute to the development and implementation of overall library service objectives, through attendance at the annual business planning day and participation in teams and meetings as required.
- 4.2 To contribute to the formulation, monitoring and review of relevant operational policies and procedures through:
  - a) applying standards and targets and developing action plans for the section to meet the overall library objectives.
  - b) identifying opportunities for service improvements and making recommendations for consideration by the line manager

To attend and participate in relevant courses, conferences / etc in compliance with the Board's Staff Development Policy, including Staff Appraisal.

To carry out any other duties relevant to the grade of this post as required by the chief librarian or his / her designated officer from time to time.

S. Lopping  
Postholder

14/11/03  
Date

M. Todd  
Designated Line Manager

14<sup>th</sup> Nov 03  
Date

Linda Houston  
Head of Department

14/11/03  
Date

EDUCATION AND LIBRARY BOARDS  
LIBRARY SERVICE

**Post:** Senior Library Assistant (2)  
**Grade:** Executive Officer (SCP 18 – 25)  
**Departments/Strategic Unit:** Library Service  
**Location/Operational Unit:** Library HQ\*

The postholder will be based at area/divisional/group/schools library service HQ\* and will normally work office hours. The postholder may be required to work in any section/service point including mobile libraries from time to time to provide emergency cover or for training purposes. This may involve Saturday or evening work. The post holder may be required to work alone at a service point.

**Responsible to:** Appropriate Line Manager

**Responsible for:** Library Assistants

**Job purpose:** Under the direction of the line manager the postholder will be responsible for supervising specified library support functions. He/she will assist the line manager and the professional librarians in the development of the service to meet the learning, information, leisure and cultural needs of the community including schools.

**Functional Links with:** Line Manager  
Senior Officer in Libraries  
Appropriate Senior Officer within the Board  
Library Assistants  
Library staff in public service points  
External agencies including suppliers, educational establishments  
Relevant members of the public

**Key result areas:**

1. Core services to clients
2. Staff Management
3. Environment

**Key Result Area 1:** Core services to clients

As required, under the direction of the appropriate Line Manager

1.1 Ensure direct and support services are provided to consistently high standards and comply with current library policy and procedures in the following areas:

(a) Request/Information service

- (b) Ordering and receipting of materials
- (c) Stock maintenance
- (d) Administrative services
- (e) Delivery service
- (f) Children's services
- (g) Schools service
- (h) Display services
- (i) ICT services
- (j) AV recording services
- (k) Special Services

Tasks associated with these services are:

- 1.2 Assisting clients in making best use of services and facilities including use of print and electronic resources
- 1.3 Providing an efficient and effective requests service
- 1.4 Assisting clients with reference and information enquiries
- 1.5 Assisting with service development through promotion of materials and services
- 1.6 Ensuring that clients have access to a suitable range of resources which meet their needs in line with the stock policy, and that resources are maintained in good condition and arranged according to stock policy and agreed procedures
- 1.7 Assist clients in the preparation and distribution of material and collections
- 1.8 Ensure the collation of statistics and maintenance of appropriate records as required, including catalogues and indexes
- 1.9 Prepare and process accounts for payment in accordance with Board procedures
- 1.10 Be responsible for shelving/repairing, locating, sorting and distributing material where required

#### Key Result Area 2:

#### Staff Management

- 2.1 Ensure work is carried out efficiently and accurately according to agreed priorities
- 2.2 Play an active role within the team and supervise and appraise library assistants where appropriate, ensuring that all services are provided to consistently high standards and comply with current library policies and procedures
- 2.3 Assist with the overall development of the service by contributing to and participating in training and staff development programmes
- 2.4 Co-operate as required in the introduction, development and operation of any ICT relevant to the grade

- 2.5 Maintain current awareness on library matters through attendance and participation in relevant courses, conferences etc in compliance with the Board's Staff Development Policy, including staff appraisal
- 2.6 Assist in the motivation of the library assistants to attain maximum performance and provide appropriate opportunities for communication
- 2.7 Allocate and supervise the work of library assistants to ensure consistently high standards are maintained:
- (a) staff performance (including attendance, timekeeping etc)
  - (b) staff morale
  - (c) staff welfare

### Key Result Area 3:

### Environment

Under the direction of the line manager:

- 3.1 Assist with the maintenance of an orderly, safe and welcoming environment for clients and colleagues in accordance with Board Health and Safety Policy
- 3.2 Assist the line manager to ensure that all equipment, including vehicles, is handled with care, maintained according to Board policy, properly secured and that the inventory is accurate and up to date
- 3.3 Implement Board policy relating to library charges and financial handling procedures
- 3.4 Any other duties relevant to the grade as may be reasonably required by the Chief Librarian or his/her designated officer from time to time.

It is acknowledged that the contents of this generic job description are not subject to appeal.

Margie Turner

Postholder

14/3/01

Date

R A Adams

Designated Line Manager

14/3/01

Date

H. J. O'Brien

Head of Department

14/3/01

Date



## Job Description

<b>Post:</b>	Business Manager
<b>Salary Range:</b>	NJC Points 58 – 61 £48,800 - £51,352 per annum
	The postholder will be employed on NJC Terms and Conditions.
<b>Responsible to:</b>	Director of Planning and Performance or Director of Service Delivery (depending on the geographical area).
<b>Hours:</b>	The normal hours of work are 36 hours per week, Monday – Friday. The postholder may be required to work outside these hours, including some evenings and occasional weekends, for which no additional remuneration will be paid.
<b>Responsible for:</b>	<ol style="list-style-type: none"> <li>1. Library services in a geographical area;</li> <li>2. The development, implementation, monitoring and evaluation of policy across the Northern Ireland Library Authority in relation to a key service priority;</li> <li>3. The co-ordination of specialist team(s) working across N Ireland;</li> <li>4. Staff in a geographical area and designated specialist staff relating to a service priority: and</li> <li>5. The efficient and effective use of resources.</li> </ol>
<b>Location:</b>	Postholders will be based in the geographical area for which they are responsible, but will be expected to travel throughout Northern Ireland and may be required to spend a proportion of their time at the Headquarters of the Northern Ireland Library Authority.
<b>Job Purpose:</b>	<p>The 4 Business Manager posts are at 3<sup>rd</sup> tier level within the Northern Ireland Library Authority. They will be expected to make a substantial contribution to the development and implementation of NILA's corporate strategy and to work with the NILA Board and such Committees as it may establish.</p> <p>One Business Manager will be located in each of the geographical areas and will be responsible for the delivery of high quality, effective and efficient library services in that area. He/she will be the budgetholder for services within the geographical area and will be expected to promote efficiency and effectiveness throughout those services. He/she will be required to work closely with a wide range of stakeholders and to engender sound and productive internal and external relationships in support of NILA's business.</p>



Each Business Manager will also be responsible for the development and delivery of policy in relation to a key service priority and will be required to co-ordinate team(s) across N Ireland specialising in work associated with the key service priority. Business Managers will be expected to work collaboratively to ensure that library services province-wide develop in a consistent and coherent manner in line with NILA's aims and objectives.

The postholder will be a member of NILA's Senior Leadership Team and as such will contribute to the corporate leadership and direction of NILA.

## **Key Roles and Responsibilities**

### **Business Area**

1. Lead and manage the delivery of effective public library services in a designated Business Area in line with NILA's vision, aims and objectives, ensuring that services meet statutory requirements and are relevant to the needs of local communities.
2. Develop and implement a costed Service Plan for the Business Area which is in line with the NILA Corporate and Business Plan and which incorporates agreed Departmental targets and performance indicators; monitor progress against the Plan and take necessary action where appropriate to bring about improvements.
3. Manage and direct the work of staff in the Business Area, ensuring appropriate levels of delegation of responsibility and accountability and the establishment of clear standards and targets for performance.
4. Ensure that the skills, competencies and knowledge of staff within the Business Area are developed to support service priorities.
5. Be the budgetholder for services within the Business Area, ensuring that resources are deployed in pursuance of NILA's objectives and be accountable for effective financial monitoring and control.
6. Ensure the provision of professional library expertise in all capital development programmes in the Business Area.
7. Lead and manage processes for ensuring continuous improvement in services and ensure that they are embedded in the Business Area.
8. Lead and manage processes for consulting and communicating with both current service users and those not engaging with the service to ensure the development and delivery of customer-focused services that are responsive to community needs and achieve a high level of customer satisfaction.
9. Lead and manage processes to engage with statutory, voluntary and community organisations in the Business Area to enhance the services available for the people of the area.

10. Represent NILA's interests on Local Strategic Partnerships and other community planning forums.
11. Ensure that services provided in the Business Area demonstrate NILA's commitment to the promotion of equality, inclusion and diversity and that policy in this area is actively implemented and developed.
12. Lead the development and implementation of risk management strategies within the Business Area and ensure the maintenance of relevant Risk Registers.

### **Key Service Priority**

Work collaboratively with other senior officers of NILA to advance the vision, aims and policy objectives of NILA.

1. Lead the development of policy in relation to a key service priority ensuring that the policy is evidence-based and in line with NILA's strategic direction, corporate culture and statutory obligations.
2. Advise and support the NILA Board and its committees on the formulation, development and implementation of policy.
3. Manage and direct the work of designated specialist staff relating to the key service priority, ensuring appropriate levels of delegation of responsibility and accountability and the establishment of clear standards and targets for performance.
4. Co-ordinate the work of specialist teams.
5. Be the budget holder for specialist budgets associated with the key service priority.
6. Facilitate effective consultation on policy, including equality screening and equality impact assessments.
7. Develop relevant and timely implementation plans; monitor, review and evaluate policy implementation and use the information to inform future developments.

This job description is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor prescriptive. NILA reserves the right, in consultation with the postholder, to amend the job description to meet the changing needs of the organisation.

<b>BELFAST EDUCATION AND LIBRARY BOARD</b>	
<b>Post</b>	Principal Officer: Front Line Services
<b>Strategic Unit</b>	Library and Information Services
<b>Service Unit</b>	<p>Front Line Services - either</p> <p>a) Comprising 20 static and 3 mobile service points in 4 groups:</p> <ul style="list-style-type: none"> <li>• Laganside</li> <li>• Mountainside</li> <li>• Northside</li> <li>• Outreach</li> </ul> <p>and Admin &amp; Support Services</p> <p>or</p> <p>b) Comprising 4 reference departments and the <b>Fine Book Room and special collections</b></p>
<b>Responsible to</b>	Chief Librarian (CL)
<b>Responsible for</b>	<p>Either</p> <p>a) 4 x Group Library Managers (GLMs): Staff in the 4 groups <b>Admin Manager</b> <b>Building Superintendent</b> <b>1 Head of Department Technician</b> <b>Staff in Support Services</b> (Total staffing compliment: approx 189 staff)</p> <p>or</p> <p>b) 4 Heads of Department Staff in the Central Reference departments <b>Learning Development Officers (branch-based)</b> <b>Research and Development Officer</b> (Total staffing complement: approx 56 staff)</p>

<b>Salary / Grade</b>	£36,636 – £39,132 per annum NJC points 46 – 49
<b>Location</b>	
<p>The postholder will be based at Library Headquarters. He/she will, in the main, work office hours but may be required from time to time to attend meetings or undertake some duties in the evening or on Saturdays. The person appointed must have access to a car or other suitable form of transport (appropriately maintained and insured for Board business) as and when necessary to facilitate the requirements of the job in a reasonable and effective manner.</p>	
<b>Mobility Clause</b>	
<p>The post will be located as above or at any alternative premises within the Board's area as may be reasonably required.</p>	
<b>Job Purpose</b>	
<p>The postholder will be a member of the Library Senior Management Team, reporting to the CL. He/she will contribute to the strategic planning, policy development, co-ordination and management of public library services and assist with the implementation of the Library Capital Development Plan. The postholder will be expected to play an innovative and dynamic role in developing the potential of libraries to raise the achievement and improve the quality of life of the people who live, work and study in the Board's area, thereby promoting social inclusion.</p>	
<p>✓ The postholder will be responsible for the management of a Library Service Unit comprising either</p> <p>a)</p> <p>4 public service groups (20 static and 3 mobile service points)</p> <p><b>Admin &amp; Support Services</b></p> <p>The postholder will also lead on:</p> <ul style="list-style-type: none"> <li>• Staff development and training across the library service</li> <li>• <b>Child Protection across the service</b></li> </ul> <p>or</p> <p>b)</p> <p>4 public service reference departments and the <b>Fine Book Room</b></p>	

<p>The postholder will also lead on:</p> <ul style="list-style-type: none"> <li>• <b>Research and development across the Board</b></li> <li>• <b>Marketing across the library service</b></li> <li>• <b>Literacy across the library service</b></li> <li>• <b>Income generation across the library service</b></li> <li>• <b>Lifelong learning across the library service</b></li> </ul> <p>He/she will be expected to work collaboratively with other senior officers to advance the corporate objectives of the Board in compliance with Equality (Section 75) legislation and new TSN.</p>	
<p><b>Key Result Areas</b></p>	<ol style="list-style-type: none"> <li>1. <b>Policy formulation and contribution to strategic development</b></li> <li>2. <b>Front line public library services</b></li> <li>3. <b>Staff management</b></li> <li>4. <b>Financial resources</b></li> <li>5. <b>Capital development</b></li> </ol> <p>Plus either</p> <p>a)</p> <ol style="list-style-type: none"> <li>6. <b>Staff Development and Training</b></li> <li>7. <b>Admin &amp; Support Services</b></li> <li>8. <b>Child Protection</b></li> </ol> <p>or</p> <p>b)</p> <ol style="list-style-type: none"> <li>9. <b>Research and development across the Board</b></li> <li>10. <b>Marketing</b></li> <li>11. <b>Literacy</b></li> <li>12. <b>Income generation</b></li> <li>13. <b>Lifelong Learning</b></li> <li>14. <b>Fine Book Room and special collections</b></li> </ol>
<p><b>Post A and B</b> <b>Key Result Area 1</b></p>	<p><b>Policy formulation and contribution to strategic development</b></p>
<p>1.1 ✓ Advise and support the CL on policy development, strategy and forward planning for the library service to put into effect statutory requirements.</p>	
<p>1.2 ✓ Ensure that services are developed and marketed and that resources are</p>	



<p>deployed to respond to the needs of local communities, in line with Board corporate objectives and in compliance with statutory requirements to include Equality (Section 75) and new TSN.</p>	
1.3 ✓	Make recommendations for and contribute to the preparation, implementation and monitoring of the Library Service Plan to incorporate agreed performance indicators and targets.
1.4 ✓	Develop and manage systems and operations for front-line public services to maximise effectiveness and achieve best value.
1.5 ✓	Initiate, devise and present statistical and other reports, surveys and questionnaires as required by the Library and Information Committee and other agencies/bodies.
1.6 ✓	Maintain awareness of government / DCAL policies, professional developments, and recognised standards and good practice. Ensure that these are reflected in performance measurements, benchmarking and in developing service provision.
1.7 ✓	Prepare estimates, manage budgets, monitor expenditure and provide reports regularly for Library SMT and Library Committee as required. Take such action deemed necessary to ensure a culture of accountability and best value.
1.8 ✓	Direct and manage in-house research on issues relevant to the post, working in partnership/collaboration within the Board and other ELB's to achieve best value.
1.9 ✓	Play a proactive role in developing and maintaining partnerships with individuals and agencies to improve efficiency, effectiveness and innovation.
2.10 ✓	Take responsibility for leading and managing specific projects as required by the chief librarian. Participate in, lead or chair: <ul style="list-style-type: none"> <li>• library working groups, task forces and staff meetings</li> <li>• Board inter-unit groups</li> <li>• inter-Board and other similar groups;</li> </ul> and other such activities as may be required for the effective management or development of the service.
<b>Post A and B Key Result Area 2</b>	<b>Front line public library services</b>
2.1 ✓	Direct and co-ordinate the work of the 4 GLM's/ HOD's to ensure that all front-line services are quality assured and customer-focussed. Ensure that policy, programmes and procedures are systematically implemented

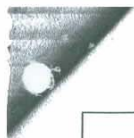


and promoted in line with Board/Library policy and procedures and throughout the service points.	
✓ 2.2	Take responsibility for ensuring efficient use of systems to monitor client demand, expectation and satisfaction by appropriate staff throughout the relevant areas of service delivery. Ensure that all statistical records and returns for the groups/departments are accurate and timely. Monitor performance against agreed qualitative / quantitative indicators and take appropriate action including policy recommendations to the CL to improve performance.
✓ 2.3	Direct and monitor operational and other work plans within the framework of the Board's Corporate Plan and DCAL strategic objectives and prepare annual and interim reports on performance as required.
✓ 2.4	Lead the work of the GLM's/ HOD's in the development, preparation and review of the Community Profile for each public service point, and ensure best value in methodology.
✓ 2.5	Monitor the development of catchment communities, supervise the initiation of links and partnership enterprises with local commercial, statutory and voluntary service providers, delegating where appropriate to the GLM's /HOD's and their staff. Ensure a proactive approach in all Groups /departments in initiating contact with external agencies / groups to promote networking and the development and take up of the service.
✓ 2.6	Assume overall responsibility for all aspects of use of premises by external groups. Ensure that premises and associated facilities are fully exploited for the benefit of local communities in line with BELB policy.
<b>Post A and B Key Result Area 3</b>	<b>Staff Management</b>
✓ 3.1	Recruit, deploy and manage staff across the group /department structure in accordance with relevant Board policies, procedure and codes including: <ul style="list-style-type: none"> <li>• Equality legislation (Section 75) and new TSN</li> <li>• staff welfare</li> <li>• health and safety procedures</li> </ul> In line with Board procedures, be responsible for all aspects of staff discipline.
✓ 3.2	Lead, direct and support the work of the GLM's / HOD's in the effective and efficient operation of services and delegate responsibilities to meet service objectives.
✓ 3.3	Foster good management and raise performance, morale and motivation through provision of systematic staff development, regular feedback on

performance and ensure effective staff appraisal within the Groups /Departments.

3.4 ✓ Liaise and negotiate with trade unions as necessary.

<b>Post A &amp; B Key Result Area 4</b>	<b>Financial Resources</b>
4.1	To prepare bids, manage delegated budgets, and monitor expenditure to ensure budgets are spent in an effective and timely way to meet service objectives
4.2	To contribute to budget planning and the allocation of resources across the service and to evaluate proposals for expenditure.
<b>Post A &amp; B Key Result Area 5</b>	<b>Capital development</b>
5.1	Planning for library capital provision including the preparation of business cases, economic appraisals and feasibility studies. Ensure that a continuing review programme is implemented to meet changing needs and demographic shift.
5.2	Ensure effective monitoring and review of capital provision in the relevant public service points. Direct and support the GLMs/HODs in project management as required for capital projects/refurbishments and minor works.
<b>Post A Key Result Area 6</b>	<b>Staff development and training (all library units)</b>
6.1	Promote the development of highly skilled staff in core competencies (managerial, professional, interpersonal, ICT etc) and act as main contact with the Board's Organisation Development Unit on all staff development issues for the Library Service.
6.2	Co-ordinate and assume overall responsibility for the development, implementation and review of a systematic training programme for library-specific competencies. Lead in training needs analysis and prepare and review annually a Staff Development Plan for the Library



Service.	
<p>6.3 Lead on developing or securing specific training projects or programmes in particular:</p> <ul style="list-style-type: none"> <li>• library service induction for all new staff</li> <li>• rolling / refresher programmes such as Customer Care</li> <li>• accredited and ad hoc supervisory / management training</li> <li>• Group Development Days</li> </ul> <p>6.4 Contribute to training content and delivery as required.</p> <p>6.5 Keep abreast of all training and staff development issues in library and information work and lead / represent the Library Service as required with relevant external organisations including CILIP, LISC etc and external training providers eg RTU.</p> <p>6.6 Manage the training administrative systems, files and records as required.</p>	
<b>Post A</b> <b>Key Result Area 7</b>	<b>Admin &amp; Support services</b>
<p>7.1 Lead and co-ordinate the management of contracts with external suppliers and partners.</p> <p>7.2 Ensure that accurate and timely management and budgetary information is generated and disseminated as required through the development or procurement and implementation of effective systems.</p> <p>7.3 Co-ordinate the maintenance and disposal programme of all reserve stocks, reviewing relevant policies, liaising with and advising community services and reference staff as appropriate, and directing the work of any relevant inter-departmental working groups or project teams.</p> <p>7.4 Co-ordinate IT support, building cleaning, security and routine maintenance throughout the service.</p> <p>7.5 Take overall responsibility for the running of the coffee shop.</p>	
<b>Post A</b> <b>Key Result Area 8</b>	<b>Child Protection</b>
<p>8.1 Lead on Child Protection concerns within the library service.</p> <p>8.2 Liaise with Social Services and PSNI on Child protection issues.</p>	

8.3 Develop and review policies across ni libraries and provide reports as required by Association of Chief Librarians and other groups.	
<b>Post B Key Result Area 9</b>	<b>Research and Development</b>
<p>9.1 Lead research and development work across the board/library service and provides report and recommendations to board senior management as required.</p> <p>9.2 Oversee the liaison with other board departments, partner organisations and other fore as required to ensure the effective co-ordination of all research and development within the board.</p> <p>9.3 Establish an appropriate management information system to support research and development projects across the board.</p> <p>9.4 Produce and disseminate reports to Chief Executive, Chief Librarian, board library committee as required.</p>	
<b>Post B Key Result Area 10</b>	<b>Marketing</b>
10.1 The postholder will be responsible for the development of marketing strategies and procedures for the entire library service and will lead on their implementation.	
<b>Post B Key Result Area 11</b>	<b>Literacy</b>
11.1 The postholder will be responsible for the strategic development, policies and standards for literacy programmes and will lead on their implementation across the library service.	
<b>Post B Key Result Area 12</b>	<b>Income generation</b>
12.1 The postholder will be responsible for co-ordinating all income generation activity including funding bids and will direct the work of any relevant inter-departmental working groups as required and	



any relevant inter-departmental working groups as required and contribute to five board bids as necessary.	
<b>Post B</b> <b>Key Result Area 13</b>	<b>Lifelong learning</b>
13.1	The postholder will be responsible for the strategic development, policies and standards for lifelong learning across the library service and will lead on their implementation across the service.
<b>Post B</b> <b>Key Result Area 14</b>	<b>Fine Book Room and Special Collections</b>
14.1	The postholder will have responsibility for the strategic development of rare and special collections and their preservation and exploitation to recognised standards.
14.2	The postholder will have responsibility for development and implementation of a programme of digitisation of resources
<b>Other requirements</b>	
<p>In line with the requirement of the post and to retain Chartered status (ALA/FLA of the CILIP) undertake continuing professional development in aspects of library and information science.</p> <p>Maintain professional current awareness in relevant fields.</p> <p>Undertake any other duties as required by the chief librarian.</p> <p>The detailed functional responsibilities of the post are subject to development by the Board.</p>	

MURIEL TODD M. Todd 25<sup>th</sup> July 2007.  
 LINDA GREENWOOD Linda Greenwood 25 July 2007  
 Katherine M. Crook 26<sup>th</sup> July 2007.



## JOB DESCRIPTION

<b>Job Title</b>	<b>Administration Manager</b>
<b>Responsible to</b>	Senior Library Manager
<b>Responsible for</b>	6 clerical support staff
<b>Functional Links with</b>	All library staff Staff in board headquarters Contractors and suppliers A range of external agencies
<b>Main purpose of the job</b>	To direct and monitor the work of the administration staff and ensure effective administrative support is provided to all areas of the public library service. He/she will assist with financial control and the provision of management information as and when required and will be designated library service officer for health and safety.

## JOB AREAS

<b>Key responsibilities</b>	<ol style="list-style-type: none"> <li>1. Devise and implement administrative procedures and systems as required</li> <li>2. Administrative support</li> <li>3. Receipt and payment of invoices</li> <li>4. Switchboard management</li> <li>5. Processing of orders for materials, services and equipment</li> <li>6. Preparation of statistical and other management information</li> <li>7. Assist with budget control</li> <li>8. Assist with management of library buildings and maintenance of property</li> <li>9. Liaison with human resources department over recruitment and appointment of staff.</li> <li>10. Safe keeping of cash.</li> </ol>
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## Related activities

<b>Administrative support</b>	<p>Ensure that administration department functions are carried out in accordance with board standards and according to policy guidelines, including:</p> <p>Record keeping Receipting Ordering Payment of invoices Petty cash</p>
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**Supervision of administrative and clerical staff**

Lodgements  
Stores keeping  
Personnel records  
Internal mail [central library, branch libraries, schools library service, board headquarters]  
Postal services  
Leave sheets  
Telephone services  
Accounts preparation and follow-up  
Stationery supply and distribution  
Hire of library accommodation  
Time sheets  
Inventory maintenance

Supervise clerical/typing staff in the central library and allocate work to ensure management needs are met.

Approve leave for clerical, administration and switchboard staff

Ensure the ongoing training needs of clerical, administration and switchboard staff are assessed and advised to senior management

Contribute to delivery of training as required.

Carry out staff appraisal for the administration department

Manage disciplinary and grievance procedures as required

Advise on and implement applications of new technology to the office environment.

**Receipt and payment of invoices**

Ensure invoices are paid within 30 days  
Scrutinise invoices for accuracy  
Check invoices against orders / delivery notes etc  
Input invoices and approve payments  
Reply to queries from suppliers  
Manage the Accruals Accounting System on behalf of the library service  
Liaise with the board finance department and the contracted IT provider, as necessary, in relation to coding, payments, orders and technical problems.

**Switchboard management**

Ensure routine and emergency switchboard staffing  
Ensure that switchboard and other telephone faults are reported to the provider  
Monitor telephone costs and advise senior management, as required



	Ensure efficient operation of the central library pay phone
<b>Preparation of orders</b>	<p>Ensure that board procedures are followed in the preparation and submission of orders for equipment, materials and services</p> <p>Ensure problems with delivery and quality of materials are dealt with satisfactorily</p> <p>Liaise with the board purchasing department, as necessary</p>
<b>Preparation of statistical and other management information</b>	<p>Organise the collection and processing of data, including CIPFA returns and other nationally required data</p> <p>Ensure that agreed management information is provided to senior management, as necessary</p> <p>Assist with the preparation and production of annual statistics and performance indicators</p> <p>Liaise with the computer development officer and library senior management team to develop an effective automated management information system</p>
<b>Assist with budget control</b>	<p>Under the guidance of the senior library manager</p> <p>monitor monthly budget performance and report overspends/underspends</p> <p>Provide budget reports for senior management and budget holders</p> <p>Assist with the preparation of annual estimates</p>
<b>Health and Safety</b>	<p>Participate in the library Health and Safety Committee</p> <p>Plan and participate in six monthly inspections of library premises and report results to senior management</p> <p>Arrange fire evacuation drills for central library at agreed intervals</p>
<b>Building Management and Maintenance of Property</b>	<p>Submit requisitions to the board's technical and services department for routine and emergency maintenance at library sites</p>
<b>Other duties</b>	<p>Liaise with staff in schools library service, branches and central building</p> <p>Carry out other relevant duties appropriate to this post, as required by the chief librarian</p>

Prepare, maintain and distribute duty officer rota for the central library

Participate in the duty officer rota for central library, as scheduled

Continually review administrative procedures to achieve maximum efficiency and cost effectiveness.

## LIBRARIES NI

### JOB DESCRIPTION

<b>Job Title:</b>	Area Manager
<b>Grade:</b>	Assistant Principal Officer
<b>Salary:</b>	£35,430 to £38,042 (NJC points 42-45)
<b>Location:</b>	To be agreed within the relevant geographical area of responsibility within the Business Area.
<b>Responsible to:</b>	Operational Manager
<b>Responsible for:</b>	<ol style="list-style-type: none"> <li>1. All library operations to meet the business/service plan in an identified geographical area e.g. new council area</li> <li>2. Implementation, including monitoring, of a specific policy for their identified geographical area</li> <li>3. Consultation and advocacy with customers (including potential customers) and stakeholders to maximise membership and use of the service in their identified geographical area</li> <li>4. Ensuring the provision of high quality customer service and support in their identified geographical area</li> <li>5. Staff management and development in a designated geographical area e.g. new council area</li> <li>6. The efficient and effective use of resources</li> </ol>
<b>Hours:</b>	The normal hours of work are 36 hours per week, Monday – Friday. The post holder may be required to work outside these hours, including some evenings and occasional weekends, for which no additional remuneration will be paid.
<b>Job Purpose:</b>	There are 12 Area Manager posts at 5 <sup>th</sup> tier level within Libraries NI. They will be responsible for the implementation of services as determined by the Libraries NI Corporate Strategy.

Area Managers will be expected to lead the delivery of high quality, effective and efficient library services within a designated area (e.g. new council area). They will also make a substantial contribution to the development and delivery of functional specialisms. The job description is generic and it is anticipated will allow for staff to be interchangeable i.e. moved from area to area or the defined geographical area to be changed to meet the needs of the service.

Area Managers will work collaboratively with other staff including specialist team leaders /teams of specialist staff to ensure that the library service is delivered consistently to support the key service priorities:

- Support for Learning
- Cultural and Creative Development
- Heritage and Digitisation
- Information Services

### **Functional Links**

**with:**

Board Members, the Senior Management Team, the Senior Team, the Department of Culture Arts and Leisure, a wide range of stakeholders, customers, potential partners and funders.

## **SPECIFIC DUTIES AND RESPONSIBILITIES**

### **KEY RESPONSIBILITIES**

Under the direction of the Operational Manager

#### **Policy formulation and Implementation**

1. Contribute to a specific area of policy implementation for functional areas, e.g. child protection and provision for identified targeted groups.
2. Take responsibility for the implementation of delivery of effective library services in a geographical area (e.g. new council area maximum 15 service points) in line with Libraries NI's vision, aims and objectives and service delivery policies.
3. Contribute to the development of a Business Area Service plan. Ensure the implementation monitoring and review of the plan service standards

in line with Libraries NI's Corporate and Business Plans, service standards and performance indicators.

4. Contribute as required to the wider development of Libraries NI's Service Plans and procedures.
5. Lead on identified projects, areas developing appropriate staffing structures, project plans and implementing and evaluating as required.



## **Staff Management and Development**

Under the direction of the Operational Manager

1. Head a team and direct the work of staff within the identified geographical area:
  - Recruit, train, motivate, appraise and discipline staff
  - Plan and co-ordinate the work of staff
  - Manage the performance of the unit
  - Monitor adherence to service delivery procedures and public accountability requirements and take appropriate action
  - Ensure that all health and safety procedures are operated within the unit
2. Monitor the skills, competencies and knowledge of staff and ensure they support service priorities. Contribute to the development of training programmes to meet existing and new needs and deliver as appropriate.
3. Ensure Libraries NI Communications Strategy is implemented.

## **Service Delivery**

Under the direction of the Operational Manager

1. Provide high quality customer service throughout the identified geographical area ensuring that services meet statutory requirements and are relevant to local communities:
  - Adhere to service standards and Customer Care procedures; monitor and evaluate service delivery
  - Ensure that the Libraries NI Marketing Strategy is implemented
  - Support customers of all ages to become independent learners
  - Promote access to information services
  - Promote and implement reader development, visual and oral arts initiatives
  - Provide access to local cultural heritage resources and support
  - Identify and advise on areas for improvement
  - Maintain service at all times.
2. Consult with users and non-users to ensure that the development and delivery of customer-focused services are responsive to community needs and achieve a high level of customer satisfaction.
3. Represent Libraries NI on appropriate working groups, interagency panels, and in meetings with statutory, voluntary and community organisations.

4. Ensure that services provided in the identified geographical area demonstrate Libraries NI's commitment to the promotion of equality, inclusion and diversity and that the policy in this area is actively implemented and developed
5. Participate in the community planning process in conjunction with statutory, voluntary and community organisations to enhance services available in the area and promote equality, inclusion and diversity.
6. Advise the Operational Manager on local developments which could provide opportunities for partnership working which meet Libraries NI's Corporate aims.
7. Deliver initiatives on all aspects of building maintenance, refurbishment and minor works capital programmes. Act as project leader as required in co-operation with relevant Libraries NI departments and outside contractors.
8. Contribute to the development, implementation and monitoring of appropriate standards for the internal and external library environment including health and safety.
9. To maintain awareness of relevant government policies, professional developments and recognised standards of good practice and ensure that these are reflected in service development, performance measurement and benchmarking.

### **Management of Resources and Systems**

Under the direction of the Operational Manager

1. Manage resources in the identified geographical areas eg finance, staff, stock, estate, furniture, equipment and ICT
2. Manage allocated budgets and adhere to financial monitoring and control procedures.
3. Monitor all procedures with regard to use of library systems.
4. Carry out risk assessments and maintain relevant Risk Registers.
5. Act as duty officer for the library service as required.

This job description is intended to indicate the broad range of responsibilities and requirements of the post. It is neither exhaustive nor prescriptive. Libraries NI reserves the right, in consultation with the postholder, to amend the job description to meet the changing needs of the organisation.



# **Job Description**

<b>Post Title:</b>	Maintenance Technician
<b>Department:</b>	Libraries
<b>Location:</b>	Central Library & Branch Libraries
<b>Responsible To:</b>	Senior Library Manager (Admin & Support)
<b>Job Purpose:</b>	To provide technical advice and carry out routine and emergency work at the central library and at branch libraries throughout the BELB area.
<b>Functional Links with:</b>	<p>All library staff (up to and including chief librarian)</p> <p>Contractors (building, electrical, heating etc)</p> <p>Suppliers</p> <p>BELB staff – architects dept, reprographics, purchasing, registry, health &amp; safety, security</p> <p>Members of the public (erecting displays etc)</p> <p>Display/ sign manufacturers</p> <p>Engineers</p>
<b>Main Duties and Responsibilities:</b>	
<b>Maintenance</b>	<p>Routine maintenance and repairs to the interior and exterior of library buildings.</p> <p>Repair and maintenance of equipment, fittings and furniture.</p> <p>Construction and reconstruction of items of furniture and equipment.</p> <p>Emergency repair and maintenance.</p>
<b>Design:</b>	<p>Design and construction of display items, furniture and equipment</p> <p>Interpretation of requirements for furniture etc.</p> <p>Arranging preparation and erection of signage.</p>

<b>Display:</b>	<p>Maintenance of display equipment</p> <p>Preparation and erection of display systems</p> <p>Arrange careful storage and transport of display equipment</p>
<b>Miscellaneous care And Maintenance:</b>	<p>Check, replace batteries and carry out mechanical maintenance on cash registers</p> <p>Operate floor maintenance equipment</p> <p>Replace bulbs, tubes, batteries – as necessary</p>
<b>Health &amp; Safety:</b>	<p>Ensure safe storage and use of maintenance and joinery machinery</p> <p>Dispose of used joinery materials safely</p> <p>Maintain joinery equipment and tools in a clean and safe state – ready for use</p> <p>Ensure mandatory checks on joinery equipment are carried out – by qualified personnel where necessary</p> <p>Assist with fire alarm checks – test selected alarm points. Assist with fire drills</p> <p>Inform designated line manager of materials, equipment and property found in an unsafe state and arrange for repair</p>
<b>Advice and assistance:</b>	<p>Attend building, electrical and heating contractors and computer engineers working in libraries</p> <p>Provide advice and assistance on location, problems, access and materials to contractors</p> <p>Carry out necessary work for access and finishing</p>

**Administration:**

Maintain inventory of joinery equipment etc

When necessary arrange for emergency maintenance through the board's architects department

Assistance in the ordering, receiving, checking storing and distribution of equipment and materials

Handling cash in relation to the purchase of practical materials

**Miscellaneous Duties:**

Assist with disposal of obsolete equipment to auction

Liaise with removal contractors for the removal or relocation of heavy equipment

Assist with evacuation in emergencies

Maintenance and upkeep of library workshops

Maintain up-to-date knowledge of all relevant technical developments

Undertake other duties associated with this area of work and commensurate with this level of post

**Related Activities:**

Joinery  
Glazing repairs  
Use of bench saws and planers  
Painting and varnishing  
Use of portable tools  
Repair and maintenance of floor and wall coverings  
Fitting bulbs and fluorescent tubes  
Changing batteries in appliances  
Upholstery  
Property repairs

Fitting blinds and curtains  
Picture hanging  
Erecting display equipment  
Design and manufacture – furniture/equipment  
Assembly and disassembly of shelving etc  
Floor maintenance  
Supervise and direct library attendants when  
employed to assist with difficult manual  
handling tasks

N.B

The post holder will be required to work at any  
library site and occasionally outside normal  
library hours for emergency or planned  
maintenance



BELFAST EDUCATION AND LIBRARY BOARD		JOB DESCRIPTION
Post Title:	Senior Library Attendant	
Department:	Libraries department	
Location:	Central library	
Responsible to:	Building Superintendent or, if located at a branch library, a Group Librarian.	
Main purpose of job:	(1)	to supervise attendants and central library cleaners in the absence of the building superintendent
	(2)	to perform a range of portage and caretaking duties essential to the efficient and effective operation of the library service
Note: Senior Library Attendants share responsibility in a shift working arrangement for the closure of the Central Library premises		
Duties and responsibilities:		
1 in the absence of the Building Superintendent, (a) to allocate duties and supervise the work of library attendants and cleaners and perform associated administrative procedures (b) to carry out specified duties during fire alerts and emergency evacuations and advise the duty officer on the interrogation and use of the fire alarm panel during an alert (c) to respond to emergency out-of-hours callouts to the Central Library (as keyholder) and, accompanied by a contracted security company officer, to check the building		
2 to close and secure the Central Library premises		
3 to open the Central Library premises in the absence of the building superintendent		
4 when necessary, to cover the absence of the alternate Senior Library Attendant on late / Saturday duty and to secure the Central Library Premises		
5 to ensure that recommended Health and Safety practices are observed by		

manual staff

- 6 to be responsible for the receipt and despatch of goods and materials from the loading bay for some hours each day
- 7 to carry out other duties appropriate to the post as may be required from time to time
- 8 to carry out all duties relevant to the post of Library Attendant (as listed below)
  - to clean areas of accommodation and equipment not normally assigned to the cleaning staff eg walls, windows, glass panels, light fittings, shelving and loading bay areas;
  - to assist with the maintenance of floors and, when necessary, to assist with general cleaning duties normally undertaken by cleaning staff;
  - to tidy library grounds and building surrounds including sweeping, removal of leaves, litter etc;
  - to replace light bulbs, fluorescent tubes and starters, as required;
  - to erect and dismantle shelving and other equipment, such as display units;
  - to move furniture, equipment, boxes, books, waste and other items;
  - to give and receive messages and undertake messenger duties within library premises and elsewhere (eg to board headquarters and bank), as required;
  - to collect overdue books and materials and deliver books and materials, as necessary;
  - to admit authorised vehicles and persons to library premises, issue visitor passes and escort as necessary;
  - to receive (and receipt) deliveries and transfer items to storage etc;
  - to sort books/boxes/materials in the loading bay and other areas;
  - to remove books and other items from shelves and replace as necessary;
  - to assist with the opening, closing and securing of library premises;
  - to assist with loading and unloading of library and other delivery vans;
  - to patrol library premises as directed and to assist in the maintenance of good order and proper use of the facilities whilst the library is in use;
  - to undertake occasional relief driving duties when required eg library vans and mobile libraries, within the competence of the post holder;

**General conditions:**

- 1 Working Hours: 36 hours per 5-day week.  
Variations in the standard working pattern may be required from time to time. Appropriate payments will be made for any additional hours worked.
- 2 all duties must be carried out to comply with:
  - (a) the Health and Safety at Work (NI) Order (1978)

<p>(b) Act of Parliamentary, Statutory Institute and Regulations and other legal requirements; (c) Codes of Practice;</p>	
<p>3 4 5 6 7</p>	<p>duties will be carried out in the working conditions normally inherent in the job; duties will be carried out at any library premises, as required; all necessary paperwork must be completed; duties will be carried out for jobs up to and including those in the same grade provided such duties are within the competence of the employee. protective clothing will be provided, as required.</p>
<p><b>Training:</b></p>	
<p>1 2</p>	<p>employees will accept any training to facilitate the undertaking of duties for jobs up to and including their own grade; employees will accept training for jobs graded at higher levels than their own. Payment will only be made where this is a requirement by the authority for the higher level of duties to be carried out.</p>
<p><b>Wage rate:</b></p>	
<p>NJC for local authorities services (manual workers).</p>	

HQ06/10/05

**BELFAST EDUCATION AND LIBRARY BOARD**

The Belfast Education and Library Board under the provisions of the Education and Libraries (Northern Ireland) Orders, is responsible for providing an education and library service, including a youth service, in the Belfast area. The area has a population of approximately 277,000. The number of pupils in attendance at school in the board's area is approximately 64,500.

**JOB DESCRIPTION**

**POST:** Library Driver/Attendant

**LOCATION:** Central Library  
Royal Avenue  
BELFAST  
BT1

**REQUIREMENTS:** Applicants must possess a current driving licence (category C1).

**The panel reserve the right to enhance this criterion.**

No payment in respect of travelling or removal expenses from Great Britain shall be paid to candidates where the post concerned has been advertised in the local press and on the Board's website and not the national press.

**DUTIES:** As attached

**HOURS:** 36 per week  
(8.30 am – 4.30 pm: Monday & Tuesday)  
(8.30 am – 4.00 pm: Wednesday, Thursday & Friday)

**HOURLY RATE:** £6.40

The closing date for receipt of applications is  
**12 NOON ON FRIDAY 24 MARCH 2006.**

## BELFAST EDUCATION AND LIBRARY BOARD

### JOB DESCRIPTION

<b>Post Title:</b>	Library Driver/Attendant
<b>Department:</b>	Libraries Department
<b>Location:</b>	Central library and/or branch libraries as may be required by library management to meet the needs of the service.
<b>Responsible to:</b>	Building superintendent or, if located at a branch library, a group librarian.
<b>Main Purpose of Job:</b>	<ul style="list-style-type: none"> <li>(i) to drive library vehicles and carry out deliveries</li> <li>(ii) when required, to carry out the duties of a library attendant</li> </ul>

### Duties and Responsibilities:

1. to drive such vehicles, including mobile libraries, as are assigned from time to time;
2. to ensure the roadworthiness and cleanliness of the assigned vehicle;
3. to report immediately to the building superintendent any faults with or damage to the vehicle;
4. to maintain a proper log of all journeys;
5. to deliver books, furniture, stationery, waste, etc to various locations throughout the city and, occasionally, throughout the province;
6. to routinely sort books, mail etc for delivery/collection;
7. to assist with the erection of display materials, shelving, movement of stock and similar tasks;
8. to transport personnel as required;
9. to collect/deliver books by making calls at the homes of borrowers;
10. when necessary, to carry out the duties of a library attendant (see attached job description);
11. to carry out other such duties appropriate to the post and grade as may be required from time to time;
12. to replace light bulbs, fluorescent tubes and starters, as required;
13. to erect and dismantle shelving and other equipment, such as display units;
14. to move furniture, equipment, boxes, books, waste and other items;
15. to give and receive messages and undertake messenger duties within library premises and elsewhere, as required.

**General Conditions:**

1. all duties must be carried out to comply with:
  - (a) the Health and Safety at Work (NI) Order (1978)
  - (b) Act of Parliamentary, Statutory Institute and Regulations and other legal requirements;
  - (c) Codes of Practice.
2. duties will be carried out in the working conditions normally inherent in the job;
3. duties will be carried out at any library premises, as required;
4. all necessary paperwork must be completed;
5. duties will be carried out for jobs up to and including those in the same grade provided such duties are within the competence of the employee.

**Training:**

1. employees will accept any training to facilitate the undertaking of duties for jobs up to and including their own grade;
2. employees will accept training for jobs graded at higher levels than their own. Payment will only be made where this is a requirement by the authority for the higher level of duties to be carried out.

**Wage Rate:**

NJC for local authorities services (manual workers).