

Post Title:	Library Assistant	Post Number:	CS1399P
Daily Supervision:	Library Manager	Grade:	CSS Scale 2/3
Department:	Library & Careers Guidance	Last Updated:	November 2025

Our Purpose: Be Ready...

Realise Aspirations, Shape Futures, Serve our communities

Our Code:

We CARE deeply about achieving outcomes in the right way and expect staff and students to behave with....

Community

Accountability

Respect

Excellence

Job Purpose

To provide front-line support for library and learning resource services in the Lincoln Library including digital skills support.

Principal Duties and Responsibilities:

1. To provide Library operational support and excellent customer service from the Help Desks by:
2. Using the Library Management system for day to day transactions and organisation of library resources.
3. To provide digital skills helpdesk services to learners:
4. To deliver services to learners including digital skills support e.g. using the college's digital platforms, troubleshooting any IT issues.
5. To liaise with cross college teams to problem solve IT issues for learners and ensure IT equipment in the Library is maintained.
6. To assist them to utilise applications and software including Microsoft Office and other College systems
7. To support and assist customers using the Library services in the Library by:
8. Assisting with the delivery of induction and study skills programmes
9. Assisting with the organisation, display and promotion of learning resources and arranging them for the convenience of customers
10. Assisting them to utilise the Library Online Catalogue, booking system and electronic resources
11. Maintaining good behaviour levels within the Library
12. To provide administrative support for the Library under the direction of the Library Manager and Senior Library Assistant
13. To provide support for the delivery of resources and information to students via the College's Virtual Learning Environment and other online systems including LibGuides.
14. To support reading and literacy through the promotion of reading for pleasure and English language activities.
15. To support cross College enrichment activities through promotions, displays and activities.
16. To work with the Careers Guidance Team to promote and support career development resources and activities.
17. To implement and meet the Unit service standards and customer care requirements
18. To contribute to establishing and maintaining an appropriate safe and secure, welcoming and attractive environment for student-centred learning.
19. To operate opening/closing down and security procedures.
20. To contribute to evening and weekend operational activities as specified by Unit rotas.
21. To keep up-to-date with College policies/plans and to contribute to Student Services strategies, plans and developments.
22. To participate in College-wide activities and College events and campaigns as appropriate, including Open Days / Evenings and enrolment.
23. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
24. To maintain professional standards and expertise by undertaking relevant professional development, including ensuring that knowledge regarding changes to relevant legislation is kept up to date.
25. To maintain quality standards appropriate to the post.
26. To conform with the Health and Safety requirements relevant to the post.
27. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.

N.B. This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.

Person Specification

Knowledge	PSM
1. Minimum of 5 GCSE subjects at Grade C or above	A
2. L2 qualification in Business & Admin/ Customer Service/ Library and Information	A
3. A recognised IT qualification e.g. ECDL	A

Skills/Abilities – Interpersonal	PSM
4. Customer care skills	A/I
5. Good written and oral communication skills	A/I
6. Ability to work as a member of a team	A/I
7. Ability to work in a non-discriminatory manner	A/I

Experience	PSM
8. Work in a library/learning resource environment	A/I
9. Work in a customer oriented environment	A/I
10. Working knowledge of Microsoft Office	A/I/T
11. Appropriate level of IT skills to undertake duties ie. email, internet and other systems	A/I T

Work Related Circumstances	PSM
12. Ability and willingness to undertake relevant staff development	A/I
13. Flexibility of hours	A/I

Skills/Abilities - Other	PSM
14. Good organisational and time management skills	A/I
15. Ability to work accurately and pay attention to detail	A/I
16. Ability to do display work and take part in promotional activities	A/I/T
17. Responsibility for safeguarding and promoting the welfare of children wherever applicable	A/I

Prepared By:	Rachael Adair
Date:	November 2025

Proposed Selection Method Key (PSM)		
A = Application	I = Interview	T = Test

VISION 2030

LINCOLN COLLEGE GROUP STRATEGY 2025-30

OUR PURPOSE *BE READY...*

**REALISE ASPIRATIONS;
SHAPE FUTURES;
SERVE OUR COMMUNITIES.**

OUR CODE

Our Group Code sets the tone of how we behave and achieve our Purpose because **You Matter**.

We **CARE** deeply about achieving outcomes in the right way and expect staff and students to behave with...

COMMUNITY

We will prioritise empathy, compassion and wellbeing. Our goal is to develop a positive community where the mental and physical health of staff, learners, governors and key stakeholders is emphasised.

ACCOUNTABILITY

We will all act with integrity and transparency, take full ownership of our actions and deliver on our commitments, impacts and outcomes.

RESPECT

We will all create an inclusive environment where everyone is valued, trusted and treated with consideration, kindness and fairness.

EXCELLENCE

We will all drive innovation and pursue extraordinary quality through an "ambitious spirit", consistently striving for the highest standards in all we do.

OUR PRIORITIES

Over the next five years we will achieve "Our Purpose" by delivering on our strategic priorities set out in full detail in 7 strategic plans.

In summary we will:

