

THE LINEN HALL

BELFAST 1788



LIBRARY ASSISTANT

CLOSING DATE: Tuesday 12th December 2023, 5 pm

OPENING MINDS

LINENHALL.COM



A MESSAGE FROM THE DIRECTOR

Dear applicant,

Thank you for your interest in applying for a position at The Linen Hall. These are undoubtedly very exciting times for our organisation.

The Linen Hall has been at the centre of the cultural life of Belfast for over 200 years. Thanks to the hard work of our Board of Governors, staff team and volunteers, we are a sustainable organisation and we take pride in our ethos and work.

We are committed to keep offering to our members, friends and visitors a unique cultural proposition and a great experience every time.

We are a small team with a busy and diverse workload! We offer a supportive and enjoyable workplace where people are listened to and encouraged.

We offer employee-friendly working conditions and benefits and are committed to helping all of our employees develop in their careers through training and development.

I hope you'll want to join us as we set out on this next exciting chapter for The Linen Hall.

Julie Andrews
Director, The Linen Hall



OPENING MINDS

The Linen Hall, also known as the Belfast Library & Society for Promoting Knowledge, is the oldest library in Belfast.

The Linen Hall was founded in 1788 by a group of artisans inspired by the Enlightenment movement. We have always been proud of our independence and staying true to the principle that we are an inclusive and shared space for the entire community.

Nowadays, we are much more than a Library. We are an accredited museum and living archive. We hold world-renowned collections, like the Irish and Local Studies Collection, ranging from comprehensive holdings of Early Belfast and provincial printed books to over 350,000 items in the Northern Ireland Political Collection, the definitive archive of the recent 'Troubles'.

The Linen Hall also operates an Arts and Culture Space that hosts hundreds of events and exhibitions every year. Our events and exhibitions explore a plethora of themes in relation to our collections and highlight local and international talent.

Today The Linen Hall is a charity and remains an Independent Library and a member of the Independent Libraries Association (UK).

We are also the last membership library in Northern Ireland, generating a proportion of our income through memberships and we are truly grateful to our members for **continuing a tradition dating back to 1788.**

Back in 2011, we established The Linen Hall Charity Bookshop that offers a vast and eclectic range of good quality used books at great value.

Last but not least, The Linen Hall is also the home of 'The Linen Hall Café', a culinary gem of the city of Belfast.



OPENING MINDS

LIBRARY ASSISTANT

The Linen Hall is seeking a full-time, permanent Library Assistant.

Application is by CV and covering letter. The covering letter must include the role title and reference and how applicants meet the essential and desirable criteria.

In the following pages you can find the criteria for this post, scope of the role and shortlisting criteria. Before you apply, please read carefully. Good luck!

Criteria

Role:	Library Assistant
Reference:	LHL/23/LA2
Duration:	Full-time (Permanent)
Location:	The Linen Hall
Responsible to:	Senior Library Assistant
Salary:	Grade NJC Pt 5 to 6 and salary £23,500 to £23,893
Hours of Work:	36 hours per week
Holidays:	25 days per annum plus 12 bank holidays

Please note that this post is subject to a six-month probationary period.

To apply, please submit a CV with covering letter detailing your experience by email to info@linenhall.com by Tuesday 12th December 2023, 5 pm.

Anticipated interview date: Tuesday 19th December 2023

ABOUT THE ROLE

Job Purpose

Under the direction of the Senior Library Assistant, the Library Assistant will assist in all aspects of the day to day running of the General Lending and Irish & Reference departments, assisting members and customers with general queries, product sales and research enquiries.

Please note this role involves retrieval, reshelving of materials and shelf tidying, and the ability to undertake safe manual handling is essential.

Specific Duties

- Use the Sierra Library Management System for issuing, renewing, discharging and reserving of stock, and for the addition of items to the Library's OPAC
- Process personal data in accordance with data protection legislation, including use of the client relationship management system
- Use a collections management system to list archival material
- Welcome all members and visitors to the Linen Hall and signpost individuals and groups to the relevant departments / staff
- Ensure the prompt and efficient handling of member and customer enquiries including those made by phone and email
- Assist with general housekeeping duties including shelving, shelf tidying, and processing, ensuring collections are accessible to the public while always adhering to the Library's Health and Safety policy
- Conduct tours of the library and the collections, assisting with associated workshops when required
- Take receipt of Library donations ensuring that all relevant documentation is completed
- Sell, display and promote goods and services, including membership, books and a range of Library merchandise
- Administer tickets for events using the in-house booking system
- Undertake cash handling and reconciliation duties
- Assist with new and ongoing projects within the Linen Hall
- To help sort and organise the library's archives and collections
- Any other duties commensurate with the grade and purpose of the post

PERSONNEL SPECIFICATION

Qualifications, Skills and Experience Essential



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- Qualified to degree level in a relevant discipline; applicants without degrees but with the requisite library experience will also be considered
- To have at least one years' experience of working in a library, or similar cultural institution, within the last 5 years in a customer facing role
- Experience in the use of IT in the provision of library services
- Excellent customer care and communication skills
- Ability and aptitude to work effectively within a small team environment
- Experience of cash handling and reconciling

Desirable

- Hold a recognised qualification in library or information management/studies
- Experience of using the Sierra Library Management System
- Experience of using a collections management system
- Demonstrable knowledge of current reading trends
- Proven interest in Irish and local studies and / or Northern Ireland politics
- Working knowledge of current GDPR legislation

The Linen Hall is an Equal Opportunities Employer

What are the benefits of working for The Linen Hall

What are my hours?

The full-time standard is 36 hours per week and the working day is 09:30-17:30.

How much holiday do I get?

Annual leave starts at 25 days per year. You will also have 12 bank holidays per year.

All leave is calculated pro-rata for part-time employees.

Will you help me develop?

We provide ongoing learning and development for everyone.

Will I be able to save for a pension?

The Linen Hall is registered with NILGOSC and we offer a very generous pension package.

Can I get childcare vouchers?

Yes, The Linen Hall participates in the HMRC recognised childcare vouchers salary scheme.

Other perks

All staff members of The Linen Hall are automatically registered as members of the organisation, enjoying full membership privileges, including early bird access to event tickets and generous discounts.

GENERAL DATA PROTECTION REGULATION (GDPR)

PRIVACY STATEMENT

How we use your information

The Linen Hall is committed to maintaining high standards of privacy and data protection for our stakeholders and those we work with. This privacy notice lets you know what happens to any personal data that you give to us, or any that we may collect from or about you.

Who we are

The Linen Hall Library is registered with the Charity Commission for Northern Ireland (NIC 104 564). Our registered address is 17 Donegall Square North, Belfast, BT1 5GB

The Linen Hall is also registered with the Information Commissioner's Office

Registration Number: 00019971602

Sharing your personal data

We may employ third-party companies and individuals to facilitate our own service provision, to provide a service on our behalf, to perform related services or to assist us in analysing how our service is used. These third parties may have access to your personal information only to perform these tasks on our behalf and must comply with The Linen Hall's Data Protection Policy.

We may share personal data with other people or organisations where we have obtained your consent.

We use the following lawful bases to process personal data:

- Where you have given consent for us to do so;
- Where it is in our legitimate interests and this is not overridden by your rights and freedoms;
- Where it is necessary to meet our legal obligation;
- Where it is necessary for us to fulfil a contract or pre-contractual obligations;
- Where we are protecting someone's vital interests;
- Where we are fulfilling a public task or acting under official authority.

Your rights

Under the General Data Protection Regulation, you have rights as an individual which you can exercise in relation to the information that we hold about you.

The Linen Hall tries to be as open as it can be in terms of giving people access to their personal information. Individuals can find out if we hold any personal information by making a Subject Access Request. If we do hold information about you that you are entitled to, we will engage with you and endeavour to:

- give you a description of it
- tell you why we are holding it
- tell you whom it could be disclosed to
- let you have a copy of the relevant information in an intelligible form remove your data, on request, if this would not prevent the administration of a service we are contracted to deliver

To make a request for any personal information we may hold you need to email info@linenhall.com

Your rights under data protection laws

The General Data Protection Regulation provides the following rights to you:

- The right to be informed about the processing of your personal information
- The right to have your personal information corrected if it is inaccurate and to have incomplete personal information completed
- The right to object to the processing of your personal information
- The right to restrict the processing of your personal information
- The right to have your personal information erased (the “right to be forgotten”)
- The right to request access to your personal information and to obtain information about how we process it
- The right to move, copy or transfer your personal information (“data portability”)
- Rights in relation to automated decision-making which has a legal effect or otherwise significantly affect you

The Linen Hall endeavours to meet the highest standards when collecting and using personal information. For this reason, we take any complaints we receive about this very seriously. We encourage people to bring it to our attention if they think that our collection or use of information is unfair, misleading or inappropriate. We would also welcome any suggestions for improving our procedures.

This privacy notice was drafted with brevity and clarity in mind. It does not provide

exhaustive detail of all aspects of The Linen Hall's collection and use of personal information. However, we are happy to provide any additional information or explanation needed. If you want to make a complaint about the way we have processed your personal information, or if you have a query or any concerns, you can email info@linenhall.com

Please note that the exercise of your rights is dependent on the lawful basis that has been used for each processing activity. You also have the right to lodge a complaint with the Information Commissioner's Office, which enforces data protection laws:

<https://ico.org.uk/concerns>

When you email us

Any email sent to us, including any attachments, may be monitored and used by us for reasons of security and for monitoring compliance with our policies. Email monitoring or blocking software may also be used. Please be aware that you have a responsibility to ensure that any email you send to us is within the bounds of the law.

Emails may be shared within The Linen Hall to ensure that a query is addressed to, and resolved by, the correct Department.

When you contact us via social media

The Linen Hall uses a variety of social media outlets to engage with stakeholders. We cannot guarantee that information shared through these media will be private, for example, if you share your contact details in an insecure and public space then these may be viewed by parties other than The Linen Hall. Please do not share personal information in a public forum.

If you send us a private or direct message via social media the message will be stored but will not be shared with any other organisations.

When you visit our office

The Linen Hall has 18 CCTV cameras installed that video record at four points covering the entrance to the office. These are for security purposes only, allowing for the premises to be monitored and acting as a deterrent to any potential criminal activity. The CCTV is stored in a secure room. Recordings are retained for one month, long enough for any incident to come to light and the incident to be investigated, after which they are

automatically erased. Except for law enforcement bodies, images will not be provided to third parties.

JOB APPLICANTS

What will we do with the information you provide to us?

The information you provide during the process will only be used for the purpose of progressing your application or fulfilling legal or regulatory requirements, if necessary. We will not share any of the information you provide during the recruitment process with any third parties for marketing purposes or store any of your information outside of the European Economic Area. The information you provide will be held securely by us and/or our data processors whether the information is in electronic or physical format. We will use the contact details you provide to us to contact you, to progress with your application. We will use the other information you provide to assess your suitability for the role you have applied for.

What information do we ask for, and why?

We do not collect more information than we need to fulfil our stated purposes and will not retain it for longer than is necessary. The information we ask for is used to assess your suitability for employment. You don't have to provide what we ask; however, it might affect your application if you don't.

We ask you for your personal details including name and contact details. We will also ask you about your previous employment and experience, education, and referees and for answers to questions relevant to the role you have applied for. Our recruitment team will have access to all of this information.

You will also be asked to provide equal opportunities information. This is not mandatory information — if you don't provide it, it will not affect your application. This information will not be made available to any staff outside of our recruitment team, including hiring managers, in a way which can identify you. Any information you do provide will be used only to produce and monitor equal opportunities statistics.

We might ask you to attend an interview. Information will be generated by you and by us. For example, you might complete a written test, or we might take interview notes. This information is held by The Linen Hall.

If you are unsuccessful following assessment for the position you have applied for, we may ask if you would like your details to be held on a reserve list. If you say yes, we will

proactively contact you should any further suitable vacancies arise.

If we make a conditional offer of employment, we will ask you for information so that we can carry out pre-employment checks. You must successfully complete pre-employment checks to progress to a final offer. We are required to confirm the identity of our staff, their right to work in the United Kingdom and seek assurance as to their trustworthiness, integrity, and reliability. You will therefore be required to provide:

- Proof of your identity
- Proof of your qualifications
- Access NI check

How long is the information retained for?

If you are successful, the information you provide during the application process will be retained by us as part of your employee file for the duration of your employment plus 6 years following the end of your employment. This includes your criminal records declaration, fitness to work, records of any security checks, and references.

If you are unsuccessful at any stage of the process, the information you have provided until that point, and information generated throughout the assessment process will be retained by us for 12 months.

Equal opportunities information is retained for three years whether you are successful or not. These timeframes are in line with the Fair Employment and Treatment (NI) Order 1998.

How to contact us

To request information about our privacy policy please email info@linenhall.com

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GET IN TOUCH

The Linen Hall

17 Donegall Square N
Belfast
BT1 5GB

Contact Details

info@linenhall.com
+44 (0)28 9032 1707

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