

# Lynne Archer

## Library assistant

### AREAS OF EXPERTISE

*Librarianship*

*New technology*

*Collection management*

*Indexing*

*Archive management*

*Information management*

*Dissemination of information resources*

### PROFESSIONAL

*RSA 11*

*Can speak French*

*First Aid qualified*

### PERSONAL SKILLS

*Communication*

*Organising*

*Numeracy and literacy skills*

### PERSONAL DETAILS

*Lynne Archer  
34 Anywhere Road  
Coventry  
CV6 7RF*

*T: 02476 888 5544*

*M: 0887 222 9999*

*E: [lynne.a@dayjob.co.uk](mailto:lynne.a@dayjob.co.uk)*

*DOB: 12/09/1985*

*Driving license: Yes*

*Nationality: British*

### PERSONAL SUMMARY

A capable library assistant who is literate, numerate and able to work under pressure in a busy library environment. A good team player who is committed to supporting qualified librarians and to delivering high quality customer care to library users. Capable of fulfilling all daily administrative duties and also specialist tasks like helping patrons with visual disabilities locate Braille books, large-print books or audio books.

Lynne is presently looking for a suitable library assistant position.

### WORK EXPERIENCE

#### *Coventry North Library – Coventry*

**LIBRARY ASSISTANT** June 2008 - Present

Responsible for creating an inviting library environment, keeping the library in good order and replacing books on the shelves. Using the library computer system to control the circulation of library stock and give information.

#### *Duties:*

- Assisting library users to locate books, information and resources.
- Enforcing policies regarding noise, eating and drinking etc.
- Answering enquiries using IT based research tools and the internet.
- Engaging with library users face to face and over the telephone.
- Involved in delivering children's activities like reading stories etc.
- Undertaking clerical and office tasks like filing, photocopying etc.
- Referring complex enquiries to other staff as appropriate.
- Maintaining stocks of stationery, supplies and help-sheets etc.
- Preparing stock for the shelves, shelving and shelf tidying, and repairing books.
- Checking areas of the library to ensure that information on display is up to date.
- Handling payments, including cash, in relation to fines and/or services.
- Registering new users, checking their ID, then Issuing cards, updating systems, and explaining what facilities and services users are entitled to.

### KEY SKILLS AND COMPETENCIES

- Experienced in working in a customer service environment.
- Able to cover as relief for the absence and annual leave of other library staff.
- Good level of IT literacy.
- Ability to exhibit tact & diplomacy when dealing with upset or aggressive people.
- Ability to work under pressure on a busy frontline service.
- A positive attitude towards training and personal development.
- Willing to work late nights and weekends.
- A pleasant manner when dealing with customers and colleagues.

### ACADEMIC QUALIFICATIONS

BSc (Hons) Information & Library Management

*Nuneaton University 2005 - 2008*

A levels: Maths (A) English (B) Technology (B) Science (C)

*Coventry Central College 2003 - 2005*

REFERENCES – Available on request.

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