

## Role Profile – Prison Library Assistant

Prison Library Assistants (PLA) are the first point of contact for customers wishing to access the prison library service. They make sure the needs of our customers are met, and assist in the day to day delivery of Kent Libraries, Registration & Archives (LRA) services within the prison. This involves delivering outstanding customer service, signposting library users to relevant material and helping to keep the libraries well presented at all times.



- Assisting customers to find what they are looking for.
- Issuing, returning, renewing and reserving items.
- Promoting our library offer to customers including reservations from the Kent libraries catalogue.
- Training, managing and working with prisoner library orderlies.
- Dealing with customer enquiries.
- Creating stock displays to promote the range and variety of stock available.

Prison Library Assistants also have the opportunity to:

- Support and deliver Reading Groups, including for emergent readers.
- Promote national initiatives that encourage reading (such as the Reading Ahead challenge).
- Deliver Storybook Dads/Mums to prisoners to maintain family ties.
- Encourage new and emergent readers to improve their reading.
- Introduce the library to a new audience and change lives.



### Here's a testimonial from one of our PLAs:

"The best part of my job is the variety. It is one of the most rewarding jobs I have ever had! We offer a range of different activities, my favourite being the ones that strengthen family ties and improve reading—we get to see a different side to the prisoners and it is a very satisfying. Knowing that I have helped, even in some small way, makes working for prison libraries the best!"