

## Library Assistant, User Services Team

REQ240670

The post is: Open ended, full time, all year round.

Monday 08.30 – 17.30, Tuesday 08.30 – 17.30, Wednesday 08.30 – 17.30, Thursday 09.00 – 16.00, Friday 09.00 – 17.00 (a total of 37 hours per week)

**As part of the University's ongoing commitment to redeployment, please note that these vacancies may be withdrawn at any stage of the recruitment process if a suitable redeployee is identified.**

### The University Library

The University Library is central to the student and staff experience. We place great emphasis on providing excellent customer service, a range of learning environments, easy access to a large variety of information resources, and support for the development of information literacy, academic and research skills.

### Job Description

**Job Grade:** Administrative Services, Grade 3

#### Job Purpose:

1. To work as part of the Library's User Services Team to deliver high quality customer services, supporting students, staff, and visitors to use Library resources and services.
2. To maintain a welcoming and supportive learning environment for all users of the Library service.
3. To support the development and enhancement of user services through a range of activities and projects.

#### Job Duties

##### *User Support*

1. To respond effectively and efficiently to enquiries received via Library help desks, email and online service points acting as first point of contact, making referrals to individuals and teams as appropriate.
2. To answer queries in relation to membership, user accounts, borrowing and requesting library resources
3. To support users to find information providing initial advice in relation to available information resources and appropriate search techniques.
4. To support users with navigation of the Library building, use of facilities and library equipment
5. To provide assistance with access to the Library building for students, staff and visitors as appropriate
6. To monitor and respond to enquiries via the Library's digital communication channels in conjunction with the Library Support Officers
7. To support the Library's induction programme, supporting introductory sessions, and participating in promotional activities, e.g. providing library tours, staffing library stands

##### *Learning Environment and Collections Support*

1. To maintain a welcoming learning environment by ensuring study areas are tidy, and furniture, notices/display stands are in good order, reporting maintenance issues as appropriate.
2. To participate in roaming activities to support users and manage behaviour as appropriate to ensure positive learning environment is maintained.
3. To shelve and tidy library materials and repair book stock as required.

4. To carry out a range of activities to support collection management, e.g. stock taking, changes to library records, reclassification.

### **Service Development**

1. To participate in Library working groups, project teams and team meetings and contribute ideas.
2. To participate in the evaluation of the enquiry service as guided by the Library Experience and Environments Lead and Senior Library Support Officer
3. To support gathering of user experience data via user surveys, focus groups etc.

### **General Administration**

1. To carry out general administrative tasks as directed by the Library Experience and Environments Lead or Senior Library Support Officer
2. To provide cover for other colleagues by undertaking such duties and responsibilities which are commensurate with the grade and nature of the post.
3. To ensure compliance with relevant University policies and procedures
4. To undertake any training and development deemed appropriate for the position by the University Librarian and the relevant line manager.

The User Services Team support students, staff and visitors to use Library services and resources, answering enquiries, and supporting the lending of library materials. The Team staff the Help Desks and reply to enquiries received electronically and maintain a safe and welcoming learning environment. The Team includes the Library Experience and Environments Lead, Facilities Manager, Library Attendant, Library Support Officers and Library Assistants.

The University operates a two-semester system for 31 weeks per year from late September to mid-June with breaks at Christmas and Easter. The Library is staffed until 10.00 pm every weekday evening during semester, 9.00am until 5.30pm on Saturdays and 10.00am until 9.00pm on Sundays.

### **Points to Note**

The purpose of this job description is to indicate the general level of duties and responsibility of the post. The detailed duties may vary from time to time without changing the general character or level of responsibility entailed.

**Please note that the post may make considerable physical demands on you, requiring the lifting and carrying of often heavy books and other library material and stretching and bending to reach upper and lower shelves.**

### **Special Conditions**

All staff have a statutory responsibility to take reasonable care of themselves, others and the environment and to prevent harm by their acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Policy & Procedures.

All staff should hold a duty and commitment to observing the University's Equality & Diversity policy and procedures at all times. Duties must be carried out in accordance with relevant Equality & Diversity legislation and University policies/procedures.

Successful completion of probation will be dependent on attendance at the University's mandatory courses which include Respecting Diversity and, where appropriate, Recruitment and Selection.

### **Organisational Responsibility**

Reports to the Library Experience and Environments Lead.

## Person Specification

Your application will be reviewed with respect to meeting the essential and desirable criteria listed below. Your application will be reviewed against the essential and desirable criteria listed below. Applicants are strongly advised to explicitly state and evidence how they meet each of the essential (and desirable) criteria in their application. Stages of assessment are as follows:

- 1 – Application
- 2 – Test/Assessment Centre/Presentation
- 3 – Interview

### Essential Criteria

Area	Criteria	Stage
Experience	Experience of working in a customer service environment	1
	Experience of working as part of a team	1
Skills and abilities	Excellent customer service skills	1,3
	Excellent communication skills, written and oral	1,2, 3
	Excellent interpersonal skills and the ability to use tact and diplomacy	1,3
	Able to deal with a variety of people in a professional manner	1,3
	A flexible and user-focussed approach	1,3
	Able to work well as part of a team and contribute to the effectiveness of a team	1,3
	Able to work accurately and methodically with an attention to detail	1,2
	Ability to work calmly under pressure	1,3
Training	Enthusiastic and positive attitude	1,3
	Physically able to carry out the duties specified in the job description	1,2,3
	Good IT skills with familiarity with Microsoft Office, e-mail and online information sources	1,2,3
	Willingness to undertake further training and to adopt new procedures as and when required	1
Qualifications	Commitment to learning and developing new skills	1
	4 GSCE's at grade C or above (or equivalent)	1
Other	Commitment to observing the University's Equal Opportunities policy at all times.	1,3
	Willingness to adhere to and support the Library values	1, 3

### Desirable Criteria

Area	Criteria	Stage
Experience	Experience of working in a library, information or educational environment	1,3
	Experience of supporting learners	1,3
Skills and abilities	Ability to use databases or information systems	1,3
	Ability to use online communication and digital media tools	1,3
Other	Understanding of the Higher Education environment	1,3

## Conditions of Service

The position is full time, all year round and is an open-ended vacancy. Salary will be on Administrative Services Grade 3 £22,011 - £23,144, starting at the lowest point on the scale.

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The appointments will be subject to the University's normal Terms and Conditions of Operational and Administrative staff, details of which can be found at <http://www.lboro.ac.uk/services/hr/conditions-of-service/grades1-5/>

The University is committed to enabling staff to maintain a healthy work-home balance and has a number of family-friendly policies which are available at <http://www.lboro.ac.uk/services/hr/a-z/family-leave-policy-and-procedure---page.html>

We also offer an on-campus nursery with subsidised places, subsidised places at local holiday clubs and a childcare voucher scheme (further details are available at: <http://www.lboro.ac.uk/services/hr/a-z/childcare-information---page.html>)

In addition, the University is supportive, wherever possible, of flexible working arrangements. We also strive to create a culture that supports equality and celebrates diversity throughout the campus. The University holds a Bronze Athena SWAN award which recognises the importance of support for women at all stages of their academic career. For further information on Athena SWAN see <http://www.lboro.ac.uk/services/hr/athena-swan/>