

Library Assistant, Library Experience and Environments Team

Job Ref: REQ260469

School/Department summary:

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 Family and Grade: Administrative Services, Grade 3

Job Purpose

1. To work as part of the Library Experience and Environments 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

- 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.
- To answer queries in relation to membership, user accounts, borrowing and requesting library resources
- To support users to find information providing initial advice in relation to available information resources and appropriate search techniques.
- To support users with navigation of the Library building, use of facilities and library equipment
- To provide assistance with access to the Library building for students, staff and visitors as appropriate
- To monitor and respond to enquiries via the Library's digital communication channels in conjunction with the Senior Library Support Officers and/or Evening and Weekend Supervisors.
- 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

- 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.
- To participate in roaming activities to support users and manage behaviour as appropriate to ensure positive learning environment is maintained.
- To shelve and tidy library materials and repair book stock as required.

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

Service Development

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

General Administration

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

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 outlined in the document.

The University operates two teaching semesters per year from late September to mid-June with breaks at Christmas and Easter. The Library is staffed until 8.00 pm every weekday evening during semester and from 9.00am until 5.30pm on Saturdays and Sundays.

Please note that post holder must be physically able to carry out the duties specified in the job description

Organisational Responsibility

Reports to the: Library Experience and Environments Lead

Person Specification

Your application will be assessed based on the essential and desirable criteria listed below.

Applicants are strongly encouraged to explicitly demonstrate how they meet each essential (and desirable) criteria at the application stage. The criteria that you need to demonstrate in your application will be listed as Stage 1 in the table below.

Stages of assessment are as follows:

- 1 – Criteria measured within the Application
- 2 – Criteria measured at Test/Assessment Centre/Presentation
- 3 - Criteria measured at 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
	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
Training	Willingness to undertake further training and to adopt new procedures as and when required	1
	Commitment to learning and developing new skills	1
Qualifications	4 GSCE's at grade C or above (or equivalent)	1
Other	Uphold and actively contribute to the University's commitment to Equity, Diversity and Inclusion.	1,3
	Willingness to adhere to and support the University values	1, 3

Desirable Criteria: These are skills, experience and competencies that are additional extras that may be used to narrow the pool down if we receive a high volume of applications that meet the essential 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 appointment will be subject to the [University's Terms and Conditions of Employment](#) relevant to the job grade.

Shared University Responsibilities

As a member of the Loughborough community, you are expected to:

- Take reasonable care of yourself, others and the environment, and to prevent harm by your acts or omissions. All staff are therefore required to adhere to the University's Health, Safety and Environmental Sustainability Policies & Procedures.
- Support and contribute to the University's commitment to principles of equity, diversity and inclusion (EDI) while carrying out all duties, behaving in a manner that treats others with dignity and respect and upholds every person's right to lawful freedom of expression, freedom of speech and academic freedom. Further information about EDI at Loughborough and our strategic aims is available on our website.

Our Purpose, Vision, and Values

Our purpose, Vision and Values underpin all that we do and shape how we work together at Loughborough.

We're proud to promote our values: **Adventurous**, **Collaborative**, **Creative**, **Authentic** and **Responsible**. Our people bring these values to life every day, and they are central to the positive and supportive culture that makes Loughborough unique.

If you join us, you'll be encouraged to bring these values to life in your own work and contribute to the positive, supportive culture that makes Loughborough unique.

Read more about our [vision and values](#).

Our Accreditations



We strive to create a culture that supports equity 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 career.



We are proud to be a [Race Equality Charter Member](#). The Charter aims to improve the representation, progression and success of all minority ethnic staff and students within higher education and address issues of racism within higher education institutions (HEIs).



We are proud to be a Disability Confident Employer and have adopted a proactive approach to employing disabled people and to creating a more diverse workforce. We ensure that our recruitment processes are inclusive and accessible. We guarantee to offer an interview to all applicants who have declared a disability, provided that the essential criteria for the role are met. We proactively anticipate and provide reasonable adjustments and support existing employees who acquire a disability or long-term condition to thrive in the workplace.



We are a real living wage employer, and our Living Wage Employer Mark shows our commitment to paying our staff according to the cost of living.



We are proud supporters of the [City of Sanctuary movement](#) and delighted to be recognised as a University of Sanctuary. This national network brings together, university staff, lecturers, academics, and students, who together work to make Higher Education institutions places of safety, solidarity and empowerment for people seeking sanctuary.

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