



Library Assistant

GRADE 3

Job Purpose

To participate in a range of daily enquiry/lending/document delivery procedures within the library, supporting the work of the Library Services team and teaching and research activity within the University. Provide a welcoming and helpful roving and frontline service to a wide range of users and to deliver key associated library services [for example, Reach Out, provision of Reading List materials etc].

Main Duties and Responsibilities

1. Provide a visible and accessible roving Enquiry, Lending and Document Delivery Services support to a wide range of library users.
2. Support the acquisition and administration of teaching and research materials [print and electronic] in line with relevant procedures.
3. Distribute to the correct locations and re-shelve returned items of main library and High Demand Collection stock in the correct order, according to subject class and call number to enable readers to find them.
4. Follow established processes and standard instructions to:
 - Respond to queries regarding all aspects of library and associated services, maintaining a consistent level of customer service.
 - Advise on locating and accessing print and electronic resources
 - Contribute to the administrative tasks supporting the work of the department.
 - Undertake lending service duties as required: loan, renew and return items, and provide information on user records.
5. Resolve common user issues within library guidelines and procedures and refer complex problems to senior colleagues as appropriate.
6. Responsible for daily operational tasks – working at frontline service points or as part of roving support, as required.
7. Participate in promotion and marketing of information services. Engaging in social media to boost the profile of services and participating in small weekly orientation tours as well as at University open Days and at other times throughout the year.
8. Undertake routine work to create and review reading lists, including providing digitised extracts of in-copyright materials under the CLA UK HR scanning licence.
9. Contribute to the improvement of the overall user experience through undertaking regular statistics and data collection relating to library services and infrastructure.

Participate in ethnographic survey work and user experience data gathering as required.

10. Participate in the ongoing programme of stock maintenance for all areas under Library Services control. Carry out regular shelf-checking to ensure that the stock is in the correct location and alerting the supervisor to any problems. Periodically check the security of the RFID tag on High Demand Collection items. Carry out regular floor checks and report faults timeously.
11. Undertake any other relevant library duties as directed by Senior colleagues.
12. Engage in reasonable professional development activities as appropriate.
13. Contribute to the enhancement of the University's international profile in line with the University's strategic plan.

Qualifications

- Ability to demonstrate the competencies required to undertake the duties associated with this level of post gained through work experience in a similar role or Scottish Credit and Qualification Framework level 4 in English [National 4] or equivalent, and experience of working in a similar role.
- Knowledge of handling customer records in compliance with the General Data Protection Regulation 2018

Desirable

- Working knowledge of the Library Management System, Sierra
- Knowledge of Academic Reading List Software
- Knowledge of issues surrounding academic electronic resources.

Knowledge, Skills and Experience

- Ability to provide a high standard of user experience through appropriate customer service skills
- Good communication and interpersonal skills [written and oral]
- High standards of accuracy and attention to detail
- Strong IT skills, including Microsoft Packages and databases
- Ability to respond to changing work priorities
- Previous relevant experience in similar customer service role
- Experience of working as part of a team
- Experience of providing a service to a range of service users with various needs

Desirable

- Previous experience of working in a library

- Experience of taking groups on tours
- Experience of using social media