

Job Description and Person Specification

Last updated: September 2017

JOB DESCRIPTION

Post title:	Library Assistant (Content, Collections, and Discovery)		
Academic Unit/Service:	Library Services (Content, Collections, and Discovery)		
Faculty:	Library and Arts		
Career Pathway:	Management, Specialist and Administrative (MSA)	Level:	2A
*ERE category:	n/a		
Posts responsible to:	Librarian (MSA4) or Principal Library Assistant (MSA3)		
Posts responsible for:	N/A		
Post base:	Office-based		

Job purpose
<p>To deliver a range of Library services supporting the procurement, discovery, access, management, and digital innovation of Library collections in all their formats, supporting research and education across all faculties and subjects. Library Assistants will be expected to develop and maintain knowledge across a range of Library collections and services, and to be able to work across teams as necessary.</p> <p>The role requires communication with users and handling requests, competence using Library and external IT systems for managing information, and collaboration with colleagues from teams across the Library.</p> <p>Post holders will spend 80% of their time working on a core area of responsibility, and 20% working on an additional area (which rotates annually) in the following teams: Acquisitions and Licensing, Discovery and Metadata, Access and Delivery, Collection Support, and Digital Scholarship.</p>

Key accountabilities/primary responsibilities	% Time
<p>1. To process routine user requests and enquiries relating to Library content and collections in the core and additional areas of responsibility ensuring that service quality and user experience are maintained to agreed standards:</p> <ul style="list-style-type: none"> • Acquisitions and Licensing: to order physical and digital content added to Library collections; to receive and process standing orders and serial subscriptions • Discovery and Metadata: to process physical books and other content, labelling and carrying out minor repairs to ensure materials are accessible • Access and Delivery: to process user requests for inter-library loan, document delivery, course collection, and holds • Collection Support: to assist with the management of collections, analysing and interpreting routine reports, to prioritise and process withdrawals and condition assessment and repair • Digital Scholarship: to scan or digitally image Library content and collections, operating specialist equipment and IT systems 	65 %
2. To develop and maintain awareness in the core and additional areas of responsibility, including the ability to use of a range of Library and external IT systems for the management of Library collections and services, ensuring service quality is maintained according to agreed standards	10 %
3. To liaise with suppliers as necessary according to the core and additional areas of responsibility, to process routine requests and ensure that quality standards are maintained in service delivery	10 %
4. To provide routine support to Library users relating to the core area of responsibility, through enquiries in person, on the phone, or online via email or chat	5 %
5. To contribute towards the development of processes and workflows, sharing knowledge and experience to inform new ways of working, and contributing towards a culture of continuous improvement	5 %
6. To provide training and support to colleagues working in the core area of responsibility as part of their additional area of responsibility on annual rotation (their "20% time")	5 %
7. Any other duties as allocated by the line manager following consultation with the post holder	%

Internal and external relationships
<p>Library staff at all sites and across the library teams</p> <p>Library users (academics, students, alumni, and members of the public)</p> <p>External suppliers (e.g. publishers or other libraries)</p>

Special Requirements
<p>Additionally the post holder will be required to:</p> <ul style="list-style-type: none"> • Show personal commitment to the values of the service: excellence, creativity, community and integrity • Demonstrate commitment to maintaining knowledge and awareness of the information and higher education environment through continuing personal and professional development • Fulfil the responsibilities for employees and managers set out in the University Health and Safety Policy and associated procedures • Demonstrate commitment to equality and diversity <p>Willingness to work at other campus locations and to cover internal and external events and meetings which may on occasion involve out of hours working is an expectation of the role.</p>

PERSON SPECIFICATION

Criteria	Essential	Desirable	How to be assessed
Qualifications, knowledge and experience	<p>Skill level equivalent to achievement of NVQ2, GCSE or City and Guilds, with some relevant work experience.</p> <p>Able to demonstrate a sufficient knowledge of work systems, equipment processes and standard IT packages.</p> <p>Able to demonstrate a good knowledge of the role and its context.</p> <p>Ability to produce clear, accurate and concise written documentation.</p> <p>Experience of analysing data and presenting summary information clearly.</p>	Experience of Library or publisher IT systems for the management of content and collections	
Planning and organising	Able to effectively organise allocated work activities and assist in the effective organisation of non-standard tasks and events.		
Problem solving and initiative	Able to solve a range of problems by responding to varying circumstances, whilst working within standard procedures.		
Management and teamwork	<p>Able to contribute to team efficiency through sharing information and constructively supporting others.</p> <p>Able to ensure any staff managed or supervised are focused on allocated tasks and aware of service standards.</p> <p>Ability to adapt well to change and service improvements.</p>		
Communicating and influencing	<p>Able to seek and clarify detail.</p> <p>Able to explain procedures and provide assistance where necessary.</p> <p>Ability to demonstrate own duties to other colleagues as required.</p>		
Other skills and behaviours			
Special requirements			

JOB HAZARD ANALYSIS

Is this an office-based post?

<input type="checkbox"/> Yes	If this post is an office-based job with routine office hazards (eg: use of VDU), no further information needs to be supplied. Do not complete the section below.
<input checked="" type="checkbox"/> No	If this post is not office-based or has some hazards other than routine office (eg: more than use of VDU) please complete the analysis below. Hiring managers are asked to complete this section as accurately as possible to ensure the safety of the post-holder.

- HR will send a full PEHQ to all applicants for this position. Please note, if full health clearance is required for a role, this will apply to all individuals, including existing members of staff.

ENVIRONMENTAL EXPOSURES	Occasionally (<30% of time)	Frequently (30-60% of time)	Constantly (> 60% of time)
Outside work			
Extremes of temperature (eg: fridge/ furnace)			
## Potential for exposure to body fluids			
## Noise (greater than 80 dba - 8 hrs twa)			
## Exposure to hazardous substances (eg: solvents, liquids, dust, fumes, biohazards). Specify below:			
Frequent hand washing			
Ionising radiation			
EQUIPMENT/TOOLS/MACHINES USED			
## Food handling			
## Driving university vehicles(eg: car/van/LGV/PCV)			
## Use of latex gloves (prohibited unless specific clinical necessity)			
## Vibrating tools (eg: strimmers, hammer drill, lawnmowers)			
PHYSICAL ABILITIES			
Load manual handling			
Repetitive crouching/kneeling/stooping			
Repetitive pulling/pushing			
Repetitive lifting			
Standing for prolonged periods		X	
Repetitive climbing (ie: steps, stools, ladders, stairs)			
Fine motor grips (eg: pipetting)		X	
Gross motor grips			
Repetitive reaching below shoulder height			
Repetitive reaching at shoulder height			
Repetitive reaching above shoulder height			
PSYCHOSOCIAL ISSUES			
Face to face contact with public			
Lone working			X
## Shift work/night work/on call duties			