

Candidate Information

Position:	Part-time Library Assistant (0.19 FTE)
School/Department:	Information Services
Reference:	19/107224
Closing Date:	Friday 1 March 2019
Salary:	£17,751 to £20,836 per annum pro rata (potential to progress to £22,017 per annum pro rata through sustained exceptional contribution)
Anticipated Interview Date:	Thursday 21 March 2019

JOB PURPOSE:

The Library is located on the ground floor in Fern House, Antrim Hospital. The Healthcare Library of Northern Ireland at Antrim Area Hospital provides a service to all HSC staff, particularly those in the Northern Health and Social Care Trust area. It also provides a service to those eligible to use the Queen's University Belfast libraries

The post is currently available on a Friday and the hours are 9am – 4:30pm. Candidates must be prepared to demonstrate flexibility around hours and days worked.

While the post is based in the Antrim Area Hospital site, the Library consists of a number of different branches across various sites and candidates must be willing to work in any part of the Library system.

All Library Assistant posts require some element of manual work – e.g. shelving, shelf tidying.

MAJOR DUTIES:

1. Issue and discharge library materials and undertake associated clerical tasks to maximise access to library materials and ensure accurate record keeping.
2. Assist customers by the provision of advice and guidance to help them find the information and resources they need in both printed and electronic formats.
3. Obtain material on request which is not available in the library through the inter-branch and inter-library loan systems to provide customers with access to the widest possible range of resources.
4. Carry out administrative tasks associated with the service to customers, e.g. sending overdue notices, articles/reports to healthcare professionals, staff, students, other libraries and professional bodies; maintaining and updating customer records.
5. Carry out administrative tasks associated with the acquisition of library materials and its subsequent processing.
6. Handle income relating to library charges, including till reconciliation and cashing up.
7. Offer general guidance and advice to new customers; attend induction sessions.
8. Participate in the work of cross-Library teams focused on a range of service enhancement initiatives.
9. Shelving library material, shelf tidying and carrying out other stock management tasks so that library materials are easily accessible to users.
10. Carry out technical and administrative tasks associated with the upkeep and development of systems underpinning the Library service.
11. Carry out any other duties which are appropriate to the post as may be required and which fall within the general ambit of the post.

Planning and Organising:

1. Prioritise, plan and organise own work responding to manager's/work requirements in addition to own responsibilities to ensure operational efficiency.
2. Refer to more senior colleagues for prioritising and scheduling non-standard work.
3. React daily to queries from customers.

Resource Management Responsibilities:

1. Monitor and replenish levels of stocks/stores of equipment and supplies following set ordering procedures.
2. Occasionally, oversee the work of less experienced colleagues, ensuring tasks are completed accurately and on time and quality standards are maintained.

Internal and External Relationships:

1. Daily contact with Supervisor, work colleagues, University staff and students, and all other eligible Library users.

ESSENTIAL CRITERIA:

1. Five GCSEs (Grade C or above) or equivalent to include English Language and Mathematics
or
NVQ Level 2 Administration or equivalent in a relevant subject.
2. A minimum of one years experience of working in a library to include a minimum of six months experience of:
 - Working in a customer service role in a libraryor
 - Working with a computerised Library Management System
3. Good verbal and written communication skills.
4. Must be able to demonstrate a strong commitment to customer service.
5. Must be able to demonstrate Basic IT skills, including the ability to work with Microsoft Office applications.
6. Must be able to grasp quickly the essentials of a query in order to be able to direct the user to the appropriate information.
7. Must realise the importance of accuracy.
8. Must have the ability to work as part of a team, understanding the impact that your work has on others.
9. Must be able to work quickly and accurately under pressure.
10. Must be able to relate well to library users.
11. Must be able to demonstrate a genuine interest in library work and in assisting users.
12. The post is currently available on a Friday. However, candidates must be prepared to demonstrate flexibility around hours and days worked.
13. While the post is based in the Antrim Area Hospital site, the Library consists of a number of different branches across various sites and candidates must be willing to work in any part of the Library system.
14. All Library Assistant posts require some element of manual work – e.g. shelving, shelf tidying.

DESIRABLE CRITERIA:

1. Two A-Levels.
2. A qualification demonstrating proficiency in computing and information systems (E.g. a minimum of ECDL or equivalent).
3. A qualification in Librarianship or Information Services or Information Management.
4. A minimum of six months experience of working in an academic library, or in a library within the Health and Social care sector.