

Candidate Information

Position:	Library Assistant
School/Department:	Library Services and Research Support
Reference:	19/107826
Closing Date:	Friday 27 September 2019
Salary:	£18,342 - £21,236 per annum.
Anticipated Interview Date:	Monday 14 October and Tuesday 15 October 2019
Duration:	Permanent & Temporary roles

JOB PURPOSE:

To be responsible for the performance of a range of duties within the University library system.

Posts may be full-time or part-time (term time/year round) and will include morning, afternoon, evening and weekend work.

Please note that we do not have live vacancies for Library Assistants, this recruitment exercise will be used to fill roles as they arise over the next 12-months.

MAJOR DUTIES:

1. Issue and discharge library materials and undertake associated clerical tasks to maximize access to library materials and ensure accurate record keeping.
2. Assist library users 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 reservation system and inter-library loan to provide QUB and external users with access to the widest possible range of resources.
4. Carry out administrative tasks associated with the service to users, e.g. mailing, faxing, e-mailing overdue notices, articles/reports to staff, students, other libraries and professional bodies, maintaining user records.
5. Carry out administrative tasks associated with the acquisition of library materials and its subsequent processing. These may include:
 - a. maintain and update databases to ensure records are up to date
 - b. process journals, books and reports to ensure material is appropriately recorded, collated, bound and kept in good condition
 - c. checking to ensure electronic resources are available to the appropriate users.
 - d. coding and verification of invoices
6. Receiving money for Library charges including till reconciliation and cashing up
7. Provide basic training to newly recruited colleagues and to Student Library Assistants. Offer general guidance and advice to new University students, e.g. induction tours.
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 reasonably requested by Supervisor.

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 library users.

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 in a working environment within either a public, a school or, an academic library.

This must include at least 6 months' experience of: -

- a) Circulation transaction work
 - b) Working at a front-of-house service point
 - c) Operating a named computerised Library Management System.
3. Excellent communication skills both written and oral.
 4. An ability to relate well to library users.
 5. An understanding of a named library classification scheme.
 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. Ability to work well within a team.
 9. Ability to prioritise and to work quickly and accurately under pressure.
 10. Excellent customer service skills and a pleasant, confident and friendly manner.
 11. Must be able to demonstrate a genuine interest in library work and, in assisting users.
 12. A flexible approach to working and, a willingness to acquire new skills.
 13. Candidates must be prepared to undertake evening and weekend duty.
 14. 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.
 15. All Library Assistant posts require some element of manual work – e.g. shelving, shelf tidying.

DESIRABLE CRITERIA:

1. Two 'A' Levels.
2. A customer service qualification.
3. A qualification demonstrating proficiency in computing and information systems (E.g. a minimum of ECDL or equivalent).
4. A qualification in Librarianship or Information Studies/Management.
5. A minimum of two years' experience in a working environment within either a public, a school or, an academic library.

This must include at least 12 months' experience of: -

- a) Circulation transaction work
 - b) Working at a front-of-house service point
 - c) Operating a named computerised Library Management System.
6. A minimum of six months' relevant experience of working in a university library or, a library within the HE/FE sector.
 7. To have experience of using cash handling procedures.
 8. Two years' experience of dealing directly with the public in a customer service role.

9. A minimum of six months' indepth experience of working in a specialist field such as: -
- Acquisitions
 - Cataloguing
 - Inter-Library Loans
 - Library Systems
 - Periodicals
 - Subject Support