QUEEN'S UNIVERSITY BELFAST

Candidate Information

Position: Library Assistant
School/Department: Digital and Information Services
Reference: 23/111275
Closing Date: Tuesday 15 October 2024
Salary: £23,607 - £25,641 per annum.
Anticipated Interview Date: Thursday 19, Friday 20 & Monday 23 October 2023
Duration: Permanent

JOB PURPOSE:

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

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

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. Adopt a proactive approach to ensure the ongoing provision of a high-quality study environment to improve the student experience of library services.
4. Obtain material on request which is not available in the library through the reservation system and the inter-library loan service.
5. Carry out administrative tasks associated with the service to customers, e.g. mailing, scanning, emailing notifications, articles/reports to staff, students, other libraries and professional bodies, maintaining customer records.
6. Carry out administrative tasks associated with the acquisition of library materials and its subsequent processing.
7. Provide basic training to new colleagues.
8. Offer general guidance and advice to new students, and provide induction tours.
9. Participate in the work of cross-library teams focused on a range of service enhancement initiatives.
10. Shelving library material, shelf tidying and carrying out other stock management tasks so that library materials are easily accessible to users.
11. Carry out technical and administrative tasks associated with the upkeep and development of systems underpinning the Library service.
12. Carry out any other duties which are appropriate to the post as may be reasonably requested by Supervisor.

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.
   Note that a higher qualification such as a degree does not necessarily supersede the above requirement.
2. A minimum of twelve months' experience of working in either:
   A. A library. OR;
   B. A face-to-face customer facing role providing product or service information to members of the public in the hospitality or retail industry.
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 customer 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 prioritise tasks and to work quickly and accurately under pressure.

10. Must be able to relate well to library customers.

11. Must be able to demonstrate a genuine interest in library work and in assisting customers.

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. Candidates must be willing to work in any of the Library's branches and in any part of the library service.

15. All Library Assistant posts require an 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 an IT qualification at 'A' Level or equivalent).

3. A qualification in Librarianship, Information Services or Information Management.

4. A minimum of twelve months' experience of working in a customer service role in a library.

5. A minimum of twelve months' employment in a higher or further education environment.

6. Demonstrable experience of using an online system for either reservations, cataloguing or, updating data records.

7. Demonstrable experience of dealing with a high volume of queries via email and telephone in a work environment.

ADDITIONAL INFORMATION:

CLOSING DATE FOR APPLICATIONS: Midnight on Monday 2 October 2023. We reserve the right to close this advertisement early if we receive a high volume of suitable applications.