

## Candidate Information

**Position:** Senior Library Assistant  
**School/Department:** Library Services and Research Support  
**Reference:** 23/111445  
**Closing Date:** Friday 1 December 2023  
**Salary:** £25,641 - £28,539 per annum pro rata  
**Anticipated Interview Date:** Thursday 14 & Friday 15 December 2023  
**Duration:** Permanent - Full-time and Part-time opportunities are available

### JOB PURPOSE:

To be responsible for a range of duties, including a significant supervisory element, associated with the service to library users.

### MAJOR DUTIES:

1. Co-ordinating and overseeing the work of other staff and providing training.
2. Allocating, supervising, and monitoring the work carried out by Library Assistants, ensuring that procedures and policies are followed consistently. Keep staff informed, updating documentation, regarding changes in working practices.
3. Preparing rotas and schedules to ensure adequate availability of staff.
4. Recording statistics and maintaining accurate records relating to both services and to staff.
5. Tasks associated with the acquisition of stock including placing orders, invoicing, and receipting payments.
6. Procedures associated with managing access to valuable or special material held on closed access.
7. Assisting with clerical tasks to maximise access to library materials.
8. Assisting with the maintenance and development of collections in physical and digital formats.
9. Providing customers with access to a range of resources and obtaining material from other libraries on request.
10. Assisting with the administration of electronic resources.
11. Helping to create a pleasant environment for students that is conducive to study and delivering good customer service.
12. Delivering good customer service and being proactive in suggesting improvements.
13. Assisting library users by providing help and advice to finding information and resources.
14. Providing library tours, helping with induction events and, assisting with outreach activities and exhibitions.
15. Processing applications for access and membership and overseeing access.
16. Shelving and fetching library material and shelf -tidying.
17. Participating in the work of cross-Library teams focussed on a range of service enhancement initiatives.
18. Providing administrative assistance to more senior staff.
19. Carrying out such other duties as may be required, and which fall within the general ambit of the post.

### ESSENTIAL CRITERIA:

1. Five GCSEs (Grade C or above) or equivalent including 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. Considerable experience in a working environment within a public, school, special, or academic library OR;  
 In a face-to-face customer facing role providing product or service information to members of the public in the hospitality or retail industry.
3. Must be able to demonstrate a genuine interest in library work and, in assisting users.
4. Good practical IT skills including the ability to work well with a variety of applications such as Microsoft Office.
5. Must be able to speak clearly and grammatically and demonstrate the ability to write clearly and grammatically.
6. Must demonstrate an aptitude for staff supervision.
7. Must have a strong commitment to customer service and ongoing service development.
8. Ability to prioritise tasks and, to work quickly and accurately under pressure.

9. Able to quickly grasp the essentials of a query in order to be able to direct the user to the appropriate information.
10. A flexible approach to working and, a willingness to acquire new skills.
11. Capable and willing to act on own initiative under the general guidance of a more senior member of staff.
12. Ability to work well within a team.
13. Must be able to relate well to library users with a pleasant, polite, confident, and friendly manner.
14. Must be prepared to undertake evening and weekend duty.
15. Candidates must be willing to work in any part of the library system or in any branch.
16. All Senior Library Assistant posts require some element of manual work such as shelving, shelf tidying and fetching material.

**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. Considerable experience of supervising staff.
4. Experience of training staff.
5. Experience of working in a higher or further education environment
6. Experience of using an online system for either reservations, cataloguing or, managing data records.
7. Experience of financial processes including book orders and payments.
8. Considerable experience of preparing rotas and staff schedules.