

Candidate Information

Position:	Assistant Librarian (AFBI Library)
School/Department:	Digital and Information Services
Reference:	24/111937
Closing Date:	Monday 8 July 2024
Salary:	£39,922 - £47,631 per annum
Anticipated Interview Date:	Thursday 1 August 2024
Duration:	Permanent

JOB PURPOSE:

To be responsible to the Medical, Healthcare & AFBI Librarian for the development, delivery and promotion of library and research support services for designated groups of students and research staff. This post will be based at the AFBI (Agri-Food and Biosciences Institute) Library, Newforge Lane, Belfast but may be subject to change.

MAJOR DUTIES:

1. Work as part of a team to provide specialist/professional advice on resource exploitation to AFBI staff in a designated research area and to the staff & students in the QUB School of Biological Sciences.
2. Lead and Manage the Customer Experience Team in the AFBI Library, monitoring and supporting performance management to ensure an efficient and flexible service to all key stakeholders including relevant customer service points. Manage Borrower Services, including the inter-library loan and document delivery service.
3. Develop, in consultation with (i) AFBI research staff and /or (ii) academic staff, resources relevant to their teaching, research and professional needs; play an ongoing role in stock management and relegation in designated areas.
4. Design and deliver specialist training programmes for (i) AFBI research staff and/or (ii) academic staff and students in a designated subject area or general information skills programmes for new staff.
5. Provide specialist/professional advice, information and assistance to customers to resolve problems and to maximise uptake and exploitation of library services and resources.
6. Liaise with (i) AFBI research staff and/or (ii) designated Schools in relation to resource development, subscription review and other service development and customer support issues.
7. Administer and provide support and advocacy for the AFBI Institutional Repository.
8. Adopt a proactive approach to the identification of opportunities for developing new services and service enhancements to meet the needs of library customers.
9. Ensure the effective maintenance of information and documentation, e.g. user support materials, teaching support materials, web pages, etc.
10. Adopt a proactive approach to the identification and resolution of potential problem areas.
11. Collect, analyse and present reports, statistics and results to inform decision making within relevant areas.
12. Meet quality service standards in the delivery of own and team work.
13. Contribute to the development and monitoring of Divisional and team strategies and plans. Maintain an awareness of relevant University strategies and plans.
14. Carry out any other duties which are appropriate to the post as may be reasonably requested by senior management, and be open to working in other QUB libraries across campus if required.

ESSENTIAL CRITERIA:

1. Professional qualification in library/information science or related area; or substantive relevant experience in a similar role.
2. Significant relevant experience, including at least two of the following:
 - Working with electronic and printed resources to support a defined customer group in a library setting.
 - Training/teaching small and large groups.
 - Working in an academic library.

3. Detailed knowledge of a range of academic library operations and an understanding of trends in information management and delivery.
4. Detailed operational knowledge of relevant systems – Library Management Systems; resource discovery tools and relevant subject databases.
5. Well- developed communication and interpersonal skills.
6. Ability to deliver presentations and write formal reports.
7. Must have a strong commitment to customer service and ongoing service development.
8. Must be committed to personal development.
9. Must have the ability to work as part of a team, understanding the impact that your work has on others.
10. Ability to work on own initiative and to plan and organise own work activities.
11. Analytical and problem-solving skills.
12. Must be able to work quickly and accurately under pressure.
13. The post will require visits to AFBI sites across Northern Ireland and therefore have access to a car.
14. The post may require you to work in other QUB libraries across campus.
15. This post will involve evening and weekend work.
16. This role is customer facing and whilst this role will require the successful candidate to be on site for the majority of time, requests for flexibility will be considered.

DESIRABLE CRITERIA:

1. Experience of using computer software to develop user support materials.
2. Experience in promoting library services to a range of customers.
3. Recent (i.e. in the last six years) experience in a professional subject librarian post.
4. Experience of staff management and supervision.
5. A background in supporting research staff.