

Candidate Information

Position: Library Assistants (Part-Time)
School/Department: Directorate of Academic Services
Reference: 25/112671
Closing Date: Monday 1 September 2025
Salary: £28,133 - £29,594 per annum, pro-rata.
Anticipated Interview Date: Friday 19, Monday 22 & Tuesday 23 September 2025

JOB PURPOSE:

To deliver a high quality, customer-focussed service whilst performing a range of duties within the University Library.

MAJOR DUTIES:

1. Participate in the provision of front-line service, dealing with enquiries in-person, via telephone and online.
2. Provide advice and guidance to customers to help them find the information and resources they need, logging and referring queries as appropriate.
3. Maintain a welcoming and inclusive library environment conducive to study and research.
4. Obtain material on request through the reservation system and the inter-library loan service.
5. Provide administrative support relevant to the team and assist with the collection and collation of data for usage reporting and monitoring.
6. Provide basic training to new colleagues.
7. Participate in promotional activities, provide Library tours, and obtain feedback from customers.
8. Participate in the work of cross-library teams focussed on a range of service enhancement initiatives.
9. Carry out technical and administrative tasks associated with the upkeep and development of systems underpinning the Library service.
10. Undertake appropriate training and familiarisation with relevant policies, procedures and processes to keep up-to-date and provide the best possible customer service.
11. Carry out any other duties which are appropriate to the post as may be reasonably requested by Supervisor/Line Manager.

ESSENTIAL CRITERIA:

1. Five GCSEs (Grade C or above) or equivalent to include English Language and Mathematics. Note: This requirement is not necessarily superseded by a higher qualification such as a degree.
2. Relevant experience of employment in the last three years in either: A library OR, A busy face-to-face customer facing role providing product or service information to members of the public.
3. Effective communication and interpersonal skills.
4. Must be able to demonstrate basic IT skills, including the ability to work with Microsoft Office applications.
5. Must have the ability to work as part of a team, understanding the impact that your work has on others.
6. Must be able to prioritise tasks and to work quickly and accurately under pressure.
7. A flexible approach to working and a willingness to acquire new skills.
8. Commitment to undertake evening and weekend duty as required.
9. Willing to work in any of the Library's branches and in any part of the Library service.

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 or a related field.
4. Relevant employment in a customer service role in a library in the last three years.

5. Relevant employment in a higher or further education environment.
6. Demonstrable experience of using and updating an online system/database.
7. Demonstrable experience of dealing with a high volume of queries via email and telephone in a work environment.

ADDITIONAL INFORMATION:

Informal enquiries can be directed to: Gillian Lavery - g.lavery@qub.ac.uk.