JOB DESCRIPTION

Job Title: **Senior Library Assistant**

Grade: **3**

Responsible to: **Library & Archives Line Manager**

Job Purpose:
To provide an excellent service for Library & Archives customers by working flexibly across multiple teams and sites, providing library services and resources to both on and off campus users in the physical and digital environment. To contribute to the delivery of a high quality academic library service for Falmouth University and University of Exeter and to its continuous development as part of a multidisciplinary professional team. This post requires weekend work.

Main Duties and Responsibilities:

Customer service duties

To participate in face-to-face and digital enquiry services, acting as a specialist in areas of expertise and referring enquiries as necessary.

To deal sensitively and confidentially with all user enquiries, assessing individual circumstances and needs and taking prompt action to reach a solution.

To assist with the day-to-day management of the physical Library & Archives spaces including opening-up and liaising with Security staff at start and end of day.

To promptly report faults and incidents via established channels to both internal teams and suppliers, monitoring and escalating as required.

To accurately and efficiently record information on the Library Management System, and other systems and locations as appropriate, including order information, invoices, holdings information, user details and circulation data.
Specialist duties:

This role works flexibly across the Library & Archives team and will include some, or all, of the following specialist responsibilities:

To ensure the efficient operation of circulation activities by processing returned stock and carrying out routine processes for reserved, lost and missing items.

To participate in day-to-day stock management and stock projects, including but not limited to, shelving, processing, relocations and weeding.

To undertake the acquisition of library resources of all types, using suppliers' platforms and the Library Management System, including purchasing, receiving items, activating electronic resources, recording invoices and liaison with Finance as required.

To create, review and update online Resource Lists, and to undertake steps to make resources available to students, including the acquisition and digitisation of content in line with copyright and licence permissions.

To support the delivery of inter-site and inter-library loans and digital document delivery following agreed processes and targets.

To support users of the Archives and Special Collections with enquiries, supervision, retrievals, copying and collections care

To check and confirm access to electronic resources, including reviewing and updating holdings in purchased and subscribed packages.

To create user guidance in multiple formats to support independent use of library services and resources.

To contribute to communication and promotional activities including signage, social media, website content updates, displays, exhibitions and events.

To participate in activities to induct new users to make the most of library services and resources.

Service development:

To actively share knowledge within Library & Archives and associated teams, through contributions to manuals and meetings and providing training to other staff.

To respond promptly to user feedback, using established processes to record feedback and highlighting issues to the leadership as appropriate.

To collect and collate basic statistics and management information.

To actively develop inclusive and accessible library services both on and off campus.

To contribute to ongoing service development and make recommendations for improvements to services and processes.

General Duties and Responsibilities:

- Deliver a level of customer service which meets and exceeds the expected standards. Ensure all people are dealt with efficiently and with appropriate regard to their needs.

- Undertake reasonable duties which contribute to the success of the directorate and FX Plus as a whole.

- Agree personal and team objectives and work to achieve them, developing both individually and collectively.

- Actively participate in required organisational processes, courses and activities, constantly maintaining the required conduct.

- Support and contribute to keeping FX Plus, Falmouth University and the University of Exeter compliant with all legislation and adopted standards. Specific attention should be given to Health and Safety, Equality, Diversity and Safeguarding.

- Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility.

PERSON SPECIFICATION

Post Title: Senior Library Assistant

Attributes	Essential Requirements	Desirable Requirements
Education / Qualifications	Degree level education OR equivalent qualification OR evidence of work-based experience in a library or learning environment	
Experience / Knowledge	Experience of working in a library, learning environment or information role Customer services experience in a busy, complex environment Experience of working with multiple sources of information and systems Experience of developing services to improve the customer experience	Experience of working in an academic library Experience of using relevant library systems and applications such as library management system, discovery, resource lists Knowledge of library acquisitions processes and suppliers Awareness of, and interest in, higher education
Skills / Personal Requirements	The ability to handle difficult situations in a professional and calm manner, and deal with enquiries and concerns with tact and sensitivity Excellent interpersonal, oral and written communication skills Ability to work effectively in multiple teams Excellent IT skills including Modern Office and proactive engagement with new technology High level of self-motivation and ability to work on own initiative with minimal supervision	Social media, website and resource creation skills

	Flexible outlook and attitude to work, prepared to work evenings and weekends Good time management skills and ability to balance competing priorities Excellent problem-solving abilities Willingness to explore new ideas and desire to learn new skills in response to a constantly changing environment	