

## **BISHOP GROSSETESTE UNIVERSITY**

### **JOB DESCRIPTION**

<b>Title:</b>	Library Assistant
<b>Grade:</b>	SPS Grade 3
<b>Responsible to:</b>	Reader Services Librarian
<b>Directly supervised by:</b>	Reader Services Librarian

#### **Job Summary**

With the Head of Library Services and the library team, and in liaison with the BGU community, to provide effective library resources, services and facilities that are fit for purpose and support the learning, teaching and research needs of the University. To provide friendly front-line support to all users of the Library; to maintain and facilitate access to the Library's various collections, services, facilities and equipment; to assist the Librarians in maintaining and developing library collections and in providing a safe and secure environment in which to work and study.

#### **Key Duties and Responsibilities:**

##### ***Specific tasks:***

1. To work flexibly as part of a team to provide front-line circulation services across all hours that staffed service points are open.
2. To use the library management system to facilitate the circulation of library materials, and for other functions as required, e.g. checking-in journals.
3. To maintain and care for the library's physical collections including the shelving, repair, and processing of materials.
4. To assist library users in locating materials and information and in using the library's facilities and equipment.
5. To deal with routine enquiries - in person, by phone or electronically - referring more complex enquiries to colleagues as appropriate.
6. To operate the library till, handle cash, and process credit/debit card payments when accepting payment for fines and consumables.
7. To ensure that library equipment is in good and safe working order, troubleshooting as appropriate and referring more complex problems to colleagues as required.
8. To participate in initiatives to improve library services, undertaking relevant training as required.

9. To enforce library rules and regulations, involving colleagues as necessary.
10. To use the University's electronic systems and software (e.g. Microsoft Office and SharePoint) to undertake routine tasks.
11. The following tasks are divided between the Library Assistants who share this job description: the maintenance of reference collections; the routine processing of overdue and reservations; weekly cashing up; journals processing; the processing and checking of new stock; stock editing; the monitoring and maintenance of stationery supplies.

**General tasks:**

12. The post holder must comply with the University's Financial Regulations, Equal Opportunities Policy, Race Equality Policy, Health and Safety Welfare Policy and other relevant University policies, legislation and best practice.
13. At all times, maintain professional standards in relationships, demonstrating a commitment to upholding Equal Opportunities and Diversity principles.
14. To undertake any appropriate training which may be required to enhance performance in relation to the duties of the post, attend staff development sessions and participate in an annual appraisal process.

*The above list of job duties is not exclusive or exhaustive and the post holder will be required to undertake such tasks as may reasonably be expected within the scope and grading of the post.*

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## PERSON PROFILE

### Library Assistant

	Core	Supplementary
<b>Education/ Qualifications and Special Training</b>	<ul style="list-style-type: none"><li>▪ 5 GCSEs or a relevant NVQ.</li></ul>	<ul style="list-style-type: none"><li>▪ A-Levels;</li><li>▪ An IT qualification, e.g. ECDL.</li></ul>
<b>Knowledge and Skills</b>	<ul style="list-style-type: none"><li>▪ Excellent organisational and interpersonal skills;</li><li>▪ A confident and competent IT user;</li><li>▪ Able to work well both independently and as part of a team;</li><li>▪ Able to manage a busy and diverse workload, prioritising and responding to urgent situations effectively.</li></ul>	<ul style="list-style-type: none"><li>▪ Familiar with computerised library issue system/s.</li></ul>
<b>Experience</b>	<ul style="list-style-type: none"><li>▪ Experience of working in a customer-focused environment.</li><li>▪ Experience of using a library.</li></ul>	<ul style="list-style-type: none"><li>▪ Experience of working in a library.</li><li>▪ Experience of working with young adults.</li></ul>
<b>Personal attributes</b>	<ul style="list-style-type: none"><li>▪ Reliable;</li><li>▪ Self motivated, dynamic and flexible in relation to work;</li><li>▪ Conscientious and hard-working;</li><li>▪ Friendly and approachable;</li><li>▪ Willing to undertake further training as required.</li><li>▪ Able to lift and carry quantities of books on a daily basis.</li><li>▪ Able to shelve materials to a height of approximately 2 metres, with the aid of appropriate equipment such as library steps and ladders.</li></ul>	<ul style="list-style-type: none"><li>▪ Methodical, with a good eye for detail;</li><li>▪ Enthusiastic about learning and education.</li></ul>