Job Description

Job Title	Library Assistant
Department	LibraryPlus
Reporting to:	Library Manager

Main Purpose of the role

To assist in the day to day running of the library information desk within the college libraries and to assist students and staff in the use of library and digital resources.

Key Tasks / responsibilities:

- Assist with requests and enquiries made in person, or via email and telephone by researching information through computerised and non-computerised catalogues.
- Support students in the use of electronic and paper-based resources and information sources, helping to fill their research requirements and develop their digital and information handling skills.
- Carry out the day to day library duties associated with the Libraries including: issuing items, reservations, organising the catalogue, maintaining circulation records, etc.
- Assist in the supervision of the Libraries, in line with expected behaviour guidelines and the college disciplinary procedure.
- Support students in the use of a wide variety of software and electronic resources including: Microsoft Office applications, eBooks and a variety of databases.
- Proactively engage with curriculum managers and staff in developing a wide range of subject specific resources.
- Help the Library Manager to promote internal services, study skills programmes, and physical and electronic resources.
- The post holder may be required to perform duties other than those given in the job description for the post. The duties and responsibilities attached to the post may vary from time to time without changing the general character or the level of the responsibility entailed.

Role Dimensions
• Supporting Library provision on an individual campus as part of the larger SGS Libraries Plus team.
Key Interfaces
• Works closely with colleagues at Queens Road, Filton, WISE and Stroud Campus Libraries • Study Skills team • Digital Education team • Curriculum staff • Learners • Support staff • IT support staff • Facilities staff
Measurable Performance Standards
• Learner satisfaction surveys and learner engagement. • The post holder will contribute to team performance in delivering the services identified in the Libraries service level statement.
Critical Competencies
• Enthusiastic • Persuasive • Interpersonal Skills • Collaborative working • Customer Relationship Management • Computer Skills
Experience / Skills
• Experience in the use of Windows based computer applications • Library or academic institution experience • Experience in a student/customer facing role
Level of Disclosure and Barring (DBS) disclosure required
• Enhanced with barred list checks
Author and Date
Simon Kay Dec 2022

Job Evaluation (HR Completion)					
Score		**Profile**		**Level**	

As the needs of the College change so the above job profile, duties and location of the role within the College will be adjusted accordingly.

Where an employee indicates a disability, every effort will be made to supply all necessary aids, adaptations or equipment to allow them to carry out all of the duties of the post. If, however, a certain task proves to be unachievable, job redesign will be given full consideration.

Person Specification

Library Assistant

Criteria	Essential	Desirable	Assessed by
Qualifications and attainments			
Minimum 4 GCSEs or NVQ level 2	✔		Application form
Level 2 or higher IT qualification	✔		Application form
Professional qualification in a library/information related subject via a CILIP-approved route		✔	Application form
A willingness to undertake appropriate Continued Professional Development	✔		Application form/interview
Experience and knowledge			
Experience of supporting learning and developing resources		✔	Application form/interview
Good knowledge and understanding of electronic learning and the use of web-based technologies to support learning	✔		Application form/interview
Knowledge of digital copyright and licensing issues		✔	Application form/interview
Experience of successfully meeting the needs of learners from a wide range of backgrounds and with a wide range of abilities		✔	Application form/interview
Experience of working in an educational environment		✔	Application form/interview
Experience within a library or learning resource centre		✔	Application form/interview
Skills and abilities			
Excellent IT skills and an understanding of Information Learning Technologies	✔		Application form/interview
Awareness of accessibility issues related to the use of information technology and Library resources		✔	Application form/interview

Criteria	Essential	Desirable	Assessed by
The ability to develop positive working relationships with individuals at all levels both internal and external	✔		Application form/interview
Ability to multitask and prioritise workload	✔		Application form/interview
Attention to detail and excellent organisational skills	✔		Application form/interview
Committed to providing good customer service	✔		Application form/interview
Essential College attributes			
Initiative: Demonstrating the willingness and ability to use initiative – whether that means deciding on necessary action and following it through - or suggesting ways to work in a better way	✔		Application form/ interview
Influencing skills: The ability to persuade others	✔		Application form/ interview
Interpersonal Skills: The ability to communicate and interact with other people in a way that promotes cooperative relationships	✔		Application form/ interview
Teamwork: The willingness and ability to collaborate and work closely with colleagues in a mutually supportive manner	✔		Application form/ interview
Circumstances of role (if applicable)			
On rare occasions the applicant may be required to travel between campuses or be flexible with shift patterns to provide cover	✔		Application form/Interview

Last revised: 12/12/2022