university of the arts london

JOB DESCRIPTION AND PERSON SPECIFICATION	
Job Title: Library Assistant – Library and Open Access IT	**Grade:** 2
Accountable to: Academic Support Librarian or Senior Open Access IT Advisor as designated	**Salary**: £24,563 - £28,839 (Pro-rata)
Department: Library Services	**Location:** Cross-site with one primary location
Section: Library Services - Academic Services	

Contract Length:	Hours per week/FTE:	Weeks per year:

Purpose of the Job:
To assist in the delivery of high quality customer-focussed library and open access IT services at the University of the Arts London (UAL), which support the teaching, learning and research activities of its Colleges by participating in front-line services and administrative duties.

Main Duties and Responsibilities:
1. Assist users with directional and initial information enquiries, including initial assistance with the Online Public Access Catalogue (OPAC) and Internet use, guidance on the use of electronic information resources and library materials and support of general purpose software, as well as participating in roaming support as needed.

2. Participate in a rota for issuing, discharging and renewing loan items including support for self-issue systems and services.

3. Participate in a rota to provide frontline support, assisting users with the operation of library equipment and resources, including reprographic facilities and open access IT facilities as needed, and attend to basic problems, reporting faults as appropriate and facilitating equipment loans, as well as preparing and dispensing consumables to students as directed.

4. Assist with the day-to-day operations of services and space, including assisting with opening and closing procedures and keeping the space in good order through regular tidying, shelving and filing, in accordance with best health and safety practice and security guidelines.

5. Assist with the production of promotional and instructional guides to encourage students' independent learning, including assisting with the preparation and production of displays, signage and promotional material in a range of formats and photocopying and word-processing Library Services documentation as required.

6. Assist with induction sessions and other training activities for individuals and groups of students in the effective use of Library and/or open access IT facilities as appropriate.

7. Assist with training and day-to-day support of Library Assistants, Learning Resources Assistants and Student Shelvers as directed.

8. Take responsibility for service points in the temporary absence of a Librarian or Open Access IT Advisor as required.

9. Assist with and support the monitoring and evaluation of the space through the compilation of qualitative and quantitative data as required, collating statistics and updating spreadsheets as required.

10. Assist with inter-library loans and the circulation of internal inter-site loans and returns and support for off-air recording if required.

11. Undertake routine finance system procedures as required, including cash handling, running reports and complying with UAL financial procedures.

12. Assist with a range of administrative tasks as required such as the display, repair and binding of library materials and support for the processing and inputting of inputting authorised orders and payments, particularly preparing orders for Library Services materials and equipment, dealing

with invoices and receipt of goods, including ordering stationery and monitoring supplies.

13. Uphold Library Services policies and procedures.
14. Participate in Library Services meetings and support Library Services-wide projects, groups and activities as required.
15. Other duties arising from the needs of the service.

In addition the post-holder will be expected to:
16. To perform such duties consistent with your role as may from time to time be assigned to you anywhere within the University
17. To undertake health and safety duties and responsibilities appropriate to the role
18. To work in accordance with the University's Equal Opportunities Policy and the Staff Charter, promoting equality and diversity in your work
19. To personally contribute towards reducing the university's impact on the environment and support actions associated with the UAL Sustainability Manifesto (2016 – 2022)
20. To undertake continuous personal and professional development, and to support it for any staff you manage through effective use of the University's Planning, Review and Appraisal scheme and staff development opportunities
21. To make full use of all information and communication technologies in adherence to data protection policies to meet the requirements of the role and to promote organisational effectiveness
22. To conduct all financial matters associated with the role in accordance with the University's policies and procedures, as laid down in the Financial Regulations

Key working relationships:
- Library Services managers
- Library Services colleagues
- UAL academic staff
- UAL students

Resources Managed:

Budgets:
Staff:
Other:

Signed _____ Date of last review _____
        (Recruiting Manager)

Job Title: Library Assistant – Library and Open Access IT

Grade: 2

Person Specification	
Specialist Knowledge/ Qualifications	Formal training or education to post-16 level, or equivalent
Relevant Experience	Experience of working in a customer service environment as relevant to the post
Communication Skills	Communicates effectively orally, in writing and/or using visual media.
Research, Teaching and Learning	Effectively delivers basic training or briefings to support understanding or learning
Planning and Managing Resources	Plans, prioritises and organises work to achieve objectives on time
Teamwork	Works collaboratively in a team or with different professional groups
Student Experience or Customer Service	Provides a positive and responsive student or customer service.
Creativity, Innovation and Problem Solving	Uses initiative or creativity to resolve day-to-day-problems

Last updated: March 2015