

Job Description

Job Title:	Library Learning Advisor
Career (R&R) Level:	Team Member
Department:	Library & Learning Skills
Reporting to:	Library & Learning Services Manager
Location:	Campus-based
Direct reports:	None

Library & Learning Skills Service

The Library & Learning Skills (LLS) Service at the University of Law supports all students and staff, regardless of location. We have physical libraries at each of our UK campuses, alongside online collections and support, supporting students studying online or at partner institutions in the UK and globally. Our four teams (Collections & Research, Learner & Enquiry Support, Programme & Learning Enhancement and Study Skills) provide the professional expertise and high quality, relevant, accessible resources to equip our students and staff with the information literacy, digital and academic skills to navigate learning and teaching at the University of Law with confidence, and to excel in their lives beyond.

Library Learning Advisor

Our skilled team of Library Learning Advisors support the delivery of our highly professional, student-centred Library & Learning Skills Service across all our campuses and online. They interact with students, colleagues and other stakeholders, both at their own campus and across the University, in order to provide a flexible and inclusive Library & Learning Skills Service that is constantly evolving to meet the changing needs and priorities of the University.

Main Function of Job:

Library Learning Advisors work across the entire Library & Study Skills Service to help students and staff explore our collections, make use of our learning spaces and engage with our skills support services. They answer student and staff enquiries, deliver workshops and undertake stock management activities. Library Learning Advisors are based at a specific campus and support the local needs of all students and staff at that campus as well as all our remote students. Key responsibilities include:

- Assisting in the delivery of high quality library and learning services to students and staff of the University of Law, both in person and online
- Enabling students and staff to develop strong information literacy, digital and academic skills through the provision of specialist training and support

- Ensuring the library collections and environment are maintained to a high standard to enable student success

Reporting lines:

The Library Learning Advisors report directly to the Library & Learning Services Manager.

Specific Responsibilities:

Learning and Enquiry Support

- Design and deliver skills workshops and webinars to enable students and staff to develop their information literacy, digital and academic skills
- Assess and respond to student's individual skills needs, supporting students with simple and complex queries, and triaging or referring onto learning resources and other experts in the team as necessary
- Participate in our enquiry service rota (live chat, tickets, online and in person one-to-ones) to diagnose collections and access issues, and provide at the point-of-need resolution
- Proactively approach students and support their needs as part of daily roving duties which will also include maintaining the library environment and print collection
- Develop awareness of assistive technology and provide support and training on use

Alongside providing all the above Learning and Enquiry Support, each of our Library Learning Advisors contributes to particular areas of Library & Learning Skills activity. Each Library Learning Advisor is aligned to one or two of the below indicative, subject to the wider needs of the service:

Collections & Research

- Support the development of collections in line with our policies, and source, order and catalogue items as necessary
- Build and review online reading lists, and respond to user queries
- Support the development of our institutional repository, and check items comply with copyright and metadata standards
- Provide training sessions to staff on key platforms used for reading lists and repository

Insight & Comms

- Represent the service and gather insight at Staff Student Liaison Committees and other meetings
- Produce materials to promote our services and collections, and maintain the currency of our web presence
- Compile and analyse service data to inform the development of our services
- Run user feedback and usability sessions with both students and staff

Library Systems

- Review and action release notes and scheduled systems activities
- Monitor and resolve system status issues, and support user testing
- Provide training to library staff on new systems and interface changes

Study Skills

- Deliver one-to-ones on study skills related topics, referring on to the wider team as necessary
- Support the delivery of specialist study skills workshops, and offer drop-in sessions

All Library Learning Advisors are expected to work in the following ways:

Teamwork

- Collaborate with other Library Learning Advisors across our campuses to provide an equitable service to our students
- Promote and sustain a constructive, supportive and friendly working relationship with all service users, external and internal, immediate and senior management and other colleagues in order to maintain high levels of client support or delivery
- Proactively participate in relevant Campus activities, meetings and events to raise the profile of the library and to contribute where appropriate
- Promote and maintain effective relationships with students, staff and external visitors, suppliers and other stakeholders, ensuring they are dealt with in a professional manner
- Ability to work occasional evening, weekends and public holidays to provide relief cover for other members of the team and meet the needs of the service as required
- Deputise for managers on projects and in meetings as appropriate and provide cover for other library staff in the regional hub where necessary

Professional Skills

- Actively take responsibility for your own personal career development in all respects
- Undertake training as required
- Develop an awareness of the higher education/legal/business market and keep up to date with relevant developments.

In addition to the responsibilities listed above, the job holder may be required to perform other duties as assigned by managers in the User Experience team, the Deputy Director – Library User Experience or the Director of Library & Learning Skills Services.

The job holder has a duty to take reasonable care for the health and safety of themselves and of other persons with whom they come into contact at work. The job holder also has a duty to co-operate with the University in complying with any statutory duty or requirement concerning health and safety at work. In particular, they must familiarise themselves with the Health and Safety Policy and its safety and fire procedures.

This job description is to be read in conjunction with the relevant Roles and Responsibilities Career Level document.

Job description is correct at September 2025. It may vary in consultation with the post holder to reflect changes within the market place, in Library & Learning Skills and the University.

Signed by:

Print Name:

Date:

Person Specification

Job Title: Library Learning Advisor
Role Level: Team Member
Department: Library & Learning Skills (LLS)

1. TRAINING & EDUCATION

Essential	Desirable
▪ Educated to first degree level or equivalent professional experience ▪ Interested in or undertaking a Library or Information qualification ▪ Interest in or undertaking a teaching qualification	▪ Library or Information qualification, or suitably qualified by experience ▪ Teaching experience (e.g. AFHEA)

2. EXPERIENCE

Essential	Desirable
▪ Demonstrable customer care experience ▪ Ability to explain and promote resources ▪ Confident level of Digital literacy, including use of Microsoft Office, library systems, Discovery tools and databases.	▪ Previous library experience, preferably in an academic or legal library or information service

3. SKILLS & KNOWLEDGE

Essential	Desirable
▪ Excellent customer service skills ▪ Attention to detail and accuracy ▪ Able to work alone and unsupervised ▪ Able to work under pressure ▪ Time management of self and work ▪ Good oral and written communication skills ▪ Ability and willingness to learn new skills and to increase knowledge whilst in the post ▪ A "can do" and proactive attitude	▪ Able to assist in identifying issues and suggest solutions ▪ An interest in the subjects studied at the University

4. BEHAVIOURAL SKILLS

Essential	Desirable
▪ Team worker ▪ Keen to make wider contribution ▪ Ability to deal with frequent interruptions while concentrating on diverse tasks ▪ Polite, helpful and positive attitude ▪ Flexibility in working hours required meet the demands of the role and of the service	▪ Self-confident and able to deal with challenging situations