

UNIVERSITY OF EAST LONDON

JOB DESCRIPTION

Job Title: Assistant Librarian
Grade: D
School/Service: Library, Archives and Learning Services (LALS)
Campus: Docklands / Stratford Campuses
Responsible to: Campus Library Manager
Responsible for: Library Support and Shelving Assistants, Library and Digital Technology Assistants, student workers
Liaison with: Library, Archives and Learning Services staff, staff and students within the university, external contacts

JOB PURPOSE

To provide high quality, customer focused library, archives and open access IT support to a diverse learning and research community both face-to-face and online. To contribute to the development and delivery of a range of customer and administrative services to enable the efficient operation of the service.

MAIN DUTIES AND RESPONSIBILITIES

Customer Services:

- To contribute to the delivery of high-quality front-line library, archives and IT support online through chat and email, advising and assisting library and archives users on maximizing the use of physical and electronic resources as well as library and archives spaces.
- To take responsibility for the library site and services at designated times, including supervision of staff and services.
- To provide day-to-day supervision for a team of shelving staff, library assistants, and student workers as required.
- To contribute to the development of customer-focused services within the library using customer feedback and sector developments to inform service improvements.

Wider Library Team:

- To assist with general administrative duties associated with library and archive services, such as processing invoices, producing monthly reports on expenditure, and collecting usage data.

- To assist the Academic Services team with a range of duties including acquisitions, reading lists, and the development and delivery of library induction and information skills training.
- To work with the Content and Digital Services team to maintain and update Libguides, internet and intranet content and investigate and resolve issues with electronic resources, provision the free e-textbook scheme and reading list system, and undertake library systems administration as required.
- To contribute to the work of the wider LALS team through active participation in project work.
- To undertake any other administrative tasks required by senior LALS staff.
- To work in accordance with the University's equality and diversity policies.

LOCAL REQUIREMENTS

- The post holder is expected to work 35 hours per week, including evening and Saturday duties on a rota basis
- A flexible approach to work is required.
- The post involves regular on-site work at either Docklands or Stratford Library with some opportunities for home working, subject to operational requirements.

PERSON SPECIFICATION

Educational qualifications and achievements

Essential criteria

- Educated to A-Level or equivalent (A/C)

Desirable criteria

- Educated to degree level (A/C)

Knowledge and Experience

Essential criteria

- Experience of providing excellent customer service in a busy service environment (A/I).
- Experience of supporting customers in maximising the use IT equipment and educational technologies (e.g., VLE, e-submission tools, Office 365) (A/I).

Desirable criteria

- Experience of working in a library or information service (A/I).
- Experience of supervising staff or overseeing a service.

Skills and abilities

Essential criteria

- Excellent interpersonal and communication (oral and written) skills, including the ability to handle difficult situations in person, online, by telephone and email (A/I)
- Good organizational skills with the ability to prioritize work to meet deadlines (A/I)
- Ability to work with a high degree of accuracy, maintaining high quality work (A/I/T)
- Ability to work independently and as part of a team (A/I)
- Ability to work collaboratively, supporting and motivating others to deliver team results (A/I)
- Excellent IT skills including familiarity with library management systems, social media and using online tools to discover information (A/I).
- Experience of using initiative and judgement to resolve problems, identifying practicable and suitable solutions (A/I).

OTHER KEY CRITERIA:

Essential criteria

- Commitment to, and understanding of, equality and diversity issues within a diverse and multicultural environment (A/I)
- Ability to lift and carry light loads (e.g. books, small equipment) (A/I)