

JOB DESCRIPTION

Job title:	Information Assistant (Acquisitions and Content Delivery)
Department / Unit:	Library Services
Job type	Professional Services: Part-Time, Fixed Term Contract
Grade:	4
Accountable to:	Acquisitions and E-resources Coordinator OR Journals and Databases Coordinator
Accountable for:	Not applicable
Purpose of the post	
The Library Services Acquisitions and Content Delivery team is responsible for timely provision of electronic and physical resources to Library users, which is critical to student and researcher satisfaction. The post holder will be part of a team of Information Assistants, who support four major services: • book ordering and receiving; • resource sharing (Inter Library Loans); • digital copies for teaching service; • accessible copies service. As a key part of the professional services within the University, it is expected that the post holder will develop a breadth of knowledge across all agreed procedures, systems and workflows, as well as demonstrate a commitment to our strategy. The Acquisitions and Content Delivery Information Assistant role is responsible for the key tasks outlined below:	
Key tasks	
<u>Acquisitions and electronic resources</u> 1. Contribute to the successful and seamless delivery of electronic resources to library users by providing administrative support and using relevant library systems and records. Activities include support for licensing, invoicing and discovery of e-resources. 2. Provide prompt acquisition and delivery to library users of printed books, journals and other physical materials, working with the Library Management System and other systems and applications. Activities include ordering and receiving from a range of suppliers, processing of new material, handling order queries, cancellations and replacement orders, communicating with the Library Liaison Team and external suppliers. <u>Digital collections and Inter Library Loans</u> 3. Facilitate the effective and timely delivery of digital copies for teaching, working within relevant copyright and licensing conditions. Activities include checking permissions, liaising with external suppliers to obtain copies, some in-house scanning, communicating with course leaders and detailed record keeping.	

4. Undertake tasks related to the resource sharing (Inter Library Loans) to Royal Holloway library users and to the supply of our Library materials to other libraries, working within relevant copyright and licensing conditions. Activities include fulfilling borrowing requests for books and articles, and lending requests for items from our collections, liaising with the British Library and other library partners, handling queries and record keeping.
5. Assist with the accessible copies service by providing content in alternative, accessible formats to meet any additional needs as specified and requested by students and researchers at Royal Holloway. Tasks include registering users on RNIB Bookshare, checking reading lists, purchasing alternate resource or format types and in-house scanning.

General

6. Develop and maintain pertinent knowledge and skills for the role, including acquisitions, e-resources administration, digital copies, resource sharing (Inter Library Loans), copyright and licensing, and equipment and systems use.
7. Attendance at, and participation in, meetings, trainings and workshops both internally and externally to support professional development.
8. Maintain a flexible and positive outlook, working collaboratively in a multi-functional team, and responsible to multiple colleagues for different areas of work.
9. Contribute to Library Services wide projects as required.

Other duties and expectations

The duties listed above may be varied from time to time as dictated by the changing needs of the University. The post holder will also be expected to undertake additional duties as appropriate and as requested by their manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.

Internal and external relationships

The following list is not exhaustive, but the post holder may be required to liaise with colleagues in other areas, such as:

Internal

- Student Journey Directorate
- IT Services

External

- Suppliers
- Other Library Partners, including The British Library

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

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(Acquisitions and Content Delivery)**

Department: Library Services

	Essential	Desirable	Tested by
Knowledge, Education, Qualifications and Training Educated to A-Level or equivalent Knowledge and understanding of the HE sector and student life cycle.	X	X	Application Form Application Form
Skills and/or Abilities Excellent written and verbal communication skills. Ability and readiness to work using own initiative and act pro-actively. Organisational skills and ability to plan and prioritise work under your control IT skills and ability to learn new systems and programmes.	X X X X		Application Form / Interview Interview Application Form / Interview Application Form
Experience Working as part of a team and supporting colleagues. Responding to enquiries and requests from a range of service users. Administrative experience including MS Excel. Communicating with stakeholders at various levels within an organisation. Working in a library/higher education environment.	X X X	X X	Interview Interview Application Form Interview Application Form
Other requirements Commitment to participation in professional development.	X		Application Form / Interview