



Library Assistant

Faculty / Department:	Library and Learning Resources (L&LR)	Grade:	<i>S4: Salary range</i>
New appointees to Birmingham City University will ordinarily be appointed at the entry point of the appropriate grade			
Responsible to:	Functional Leads / Specialists under the following operational areas: i) Reading Lists, Acquisitions, & Digitised Services ii) e-Resources and Serials Management iii) Cataloguing and Classification iv) Inter-library lending and document delivery v) Open Access Management	Responsible for:	N/A

Job Purpose

This post supports the processes in making library resources accessible physically and virtually to the University community and beyond.

This post is responsible for providing efficient and customer-focused services to ensure:

- Timely and accurate acquisitions and processing of library resources to enable discovery on library systems by library users.
- Efficient fulfilment of requests for resources in multiple formats and from multiple sources to meet the needs of academics and students.
- A supportive and pleasant physical and digital environment for learning, teaching and research activities.

Main Activities and Responsibilities

Library Assistants will have a 'home' department and line manager within either Content & Open Research, or Library Technologies & Digital Innovation. This will be their main area of work, but they may be asked to take on tasks in other teams, depending on peaks in demand.

Acquisitions, Reading Lists, & Digitised Services

1. Create orders for books via supplier platforms or on the library management system, using L&LR frameworks for identify print or online resources, correct licensing terms for online, and referring complex queries as required. Receive and check imported catalogue records, carrying out any necessary amendments and adding local data where required.
2. Process book acquisitions, e.g. checking packing lists, updating receipt on the library management system. Liaise with vendors to solve queries and to cancel orders.
3. Process scanned reading requests. Locate and scan articles and chapters, store them in the online repository (Digital Content Store), and record bibliographic information in the reading list management system as appropriate.
4. Check requests for digital or print permissions, and advise staff as to what can be copied under the HEI copyright licence. Contact publishers and the Copyright Licensing Agency (CLA) to request additional copyright clearance permissions where required, and keep a record of any payments made.



5. Maintain the online resource lists, including adding and updating bibliographic records in the resource list management system. Use the system to identify books and scanned readings to be acquired.

e-Resources and Serials Management

6. Create / edit records for electronic resources (e-resources) and serials on library management system, ensuring compliance with University procurement and finance guidance, relevant frameworks, regulations and legislation.
7. Track progress of orders, receipting new and process missing claims of serial issues.
8. Maintain availability and licensing information of e-resources and serials on library management system.
9. Provide excellent customer service through first line investigation and management of enquiries relating to e-resources and subscriptions, triaging to E-resources & Serials Assistant Team Leader or other colleagues as appropriate
10. Contribute to collection of library collections data to inform subscription, renewal, and cancellation decisions.

Cataloguing and Classification

11. Assist with the provision and maintenance of high-quality catalogue and metadata records across a range of formats on the library management system.
12. Enable the discoverability of BCU information resources on other systems, including uploading digital theses to BCU Open Access (repository), and enhancing metadata records on the National Bibliographic Knowledgebase.
13. Checking specialist bibliographic databases and vendor platforms to search for and select high quality records, using judgement to compare and evaluate quality of records found
14. Accurately update records and manipulating datasets via the use of specialised applications such as ALMA.
15. Create new catalogue records in accordance with relevant national and local metadata standards, ensuring the completeness and accuracy of materials descriptions

Inter-library lending and document delivery

16. Provide excellent customer service with external libraries and BCU users to clarify ILL policies and procedures and to resolve issues with ILL requests
17. Interpret user requests from both within and outside BCU, and offer alternatives where appropriate, including signposting users on how to find material internally
18. Perform Library Search searches to determine ownership, availability and location of requested materials by external users, and fulfil document delivery requests, including administration and processing.
19. Verify, locate, and request materials from other libraries and external partner organisations, using local frameworks and guidance to determine when to offer alternative solutions, e.g. purchasing an item for L&LR.
20. Contribute to collection of ILL data to inform development of process and policy.

Open Access Management

21. Assist with the day-to-day operational running of the open access repository by providing support to users with the deposit of research outputs onto the research repository.
22. Ensure the quality of submissions by checking the submissions meeting required standards for discovery, copyright compliance and funder policies.
23. Liaise with academic staff and/or publishers to request research outputs and further information to



ensure compliance, and be able to advise academic colleagues on deposit of research outputs

24. To maintain and edit accurate records relating to research repository records
25. To develop and maintain current knowledge of procedures, policies, licences and permissions relating to open access, including compliance regulations (timescales, type of record, etc) and mechanisms for finding research deposits from external databases

Others

26. Liaise with relevant departments and faculties, and suppliers in delivering the duties.
27. Maintaining current knowledge of procedures and policies related to library systems like Primo, Alma, LibGuides, the library website, and RefAnalytics.
28. Staying informed on relevant library and university policies including Behaviour and Use policy, Copyright, Use of Computer Systems and Networks, Information Security, Health and Safety, etc.
29. Carry out peer-to-peer training. Share knowledge and experience of processes with team members and assist with the induction of library student helpers.
30. Participating in service development groups within and outside the library and contributing to process reviews and the content of training and workflow documentation.
31. Participate in L&LR projects and activities as required.
32. Undertake continuous personal and professional development through staff development opportunities and self-learning.
33. Perform other duties in support of the work of L&LR as may be required by the Director of Library and Learning Resources.

Person Specification

Essential Criteria	Application Form / Support Statement / Interview
1. A good general standard of education, at least GCSE or equivalent.	Application Form / Support Statement
2. A commitment to the provision of high-quality customer care which not only meets but exceeds customer expectations	Application Form / Support Statement / Interview
3. Excellent communication and interpersonal skills with the ability to communicate effectively with a range of stakeholders, e.g. L&LR colleagues, vendors and suppliers, academic colleagues	Application Form / Support Statement / Interview
4. Good numeracy to support financial data input and reporting.	Application Form / Support Statement / Interview
5. Good digital literacy. Being able to use word processing, spreadsheet and communication applications, e.g. Microsoft Word, Excel, Outlook, Teams. Being able to use web and mobile based tools and applications, e.g. web browsers, mobile apps and willing to learn new tools and technologies to support the role.	Application Form / Support Statement / Interview
6. Ability to work efficiently both alone and as part of a team.	Application Form / Support Statement / Interview



7. High organisational ability and meticulous attention to detail	Application Form / Support Statement / Interview
8. Collaborative approach to team working, with strong commitment to sharing CPD.	Application Form / Support Statement / Interview
Desirable Criteria	
9. Experience of working in a library	Application Form / Support Statement / Interview

- Application Form – assessed against the application form. Normally used to evaluate factual evidence e.g. award of a qualification. Will be assessed as part of the shortlisting process.
- Interview – assessed during the interview process by either competency-based interview questions, tests, work-related exercise, presentation and discussion, or teaching session etc.