

**Library Experience Advisor**

Faculty / Department:	Library & Learning Resources	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:	Library Experience Co-ordinators	Responsible for:	N/A
Job Purpose			
Reporting to a Library Experience Co-ordinator within the Library Experience Team, the Library Experience Advisor is responsible for delivering excellent customer care, at the point of need, for all L&LR customers. Customers will include all students and staff at BCU and external users.			

Main Activities and Responsibilities

1. Providing first-line support at help desks and within library spaces across L&LR, such as handling library membership, borrower/loan queries, and the use of library resources.
2. Triaging enquiries to Library Experience Co-ordinators, Librarians, or university support services when appropriate.
3. Addressing enquiries through various media, including telephone, email, and online chat facilities.
4. Inducting users into library usage and directing them to online help sources like Libguides, the Library website, and iCity.
5. Reporting and arranging repairs for library buildings, furnishings, or equipment.
6. Gathering and compiling management information statistics, such as the number of visits, headcounts, and enquiries.
7. Developing, documenting, and implementing library procedures, such as those for overdue items, reserved items, and library charges.
8. Performing administrative tasks related to Library Experience, including managing incoming journals, digital scanning, enhanced services, external memberships, missing items, and replacement charges.
9. Staying informed and updating users on library and university policies relevant to Library Experience, including Behaviour and Use policy, Copyright, Use of Computer Systems and Networks, Information Security, Health and Safety, etc.
10. Maintaining current knowledge of procedures and policies related to library systems like Primo, Alma, LibGuides, the library website, and RefAnalytics.
11. Operating independently at site libraries
12. Initiating wellbeing activities, such as leisure reading and craft activities.
13. Assisting in the maintenance of library spaces including shelving and tidying resources.
14. Creating content for all library social media channels.
15. Supporting library promotional activities and creating engaging, informative displays within library spaces.
16. Participating in service development groups within and outside the library.
17. Conducting peer-to-peer training, sharing knowledge and experience of processes with team members, and aiding in the induction of new staff.



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. Excellent communication and interpersonal skills with the ability to communicate effectively with a range of stakeholders	Application Form / Support Statement / Interview
3. Proven experience in the delivery of high-quality customer services	Application Form / Support Statement / Interview
4. A commitment to the provision of high-quality customer care which not only meets but exceeds customer expectations	Application Form / Support Statement / Interview
5. A high degree of organisational ability and excellent timekeeping	Application Form / Support Statement / Interview
6. A methodical approach to work with good attention to detail	Application Form / Support Statement / Interview
7. The ability to demonstrate initiative, problem solving and decision making	Application Form / Support Statement / Interview
8. Demonstrate effective collaborative working with a range of colleagues and stakeholders	Application Form / Support Statement / Interview
9. Good digital literacy, being able to use word processing, spreadsheet and communication applications, e.g. MS Word, Excel, Outlook, Teams, and willing to learn and explore new tools and technologies relevant to the role.	Application Form / Support Statement / Interview
10. Collaborative approach to team working, with strong commitment to sharing CPD.	Application Form / Support Statement / Interview
11. Demonstrated ability to work collaboratively in a diverse and inclusive environment and commitment to reflective practice, open communication, and constructive feedback and challenge.	Application Form / Support Statement / Interview
Desirable Criteria	
12. 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.