

**Library Experience Attendant**

Faculty / Department:	Library and Learning Resources	Grade:	S3; salary range
New appointees to Birmingham City University will ordinarily be appointed at the entry point of the appropriate grade			
Responsible to:	Library Experience Co-ordinator	Responsible for:	N/A

Job Purpose

The Library Experience Attendant, working under Library Experience, is responsible for providing efficient and customer-focused services to ensure:

- 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 environment for learning, teaching and research activities.

Main Activities and Responsibilities

1. Carry out a range of day-to-day collection care and stock management duties, e.g. collection of statistics, shelving and tidying, stock repair etc. to ensure that the library collections are clean and safely arranged for access and users have the best possible experience of browsing and finding specific items on the shelves.
2. Providing directional support, monitoring space usage and escalating issues as appropriate.
3. Undertaking administrative duties as they relate to Library experience (processing reservations and incoming journals, digital scanning, missing items and replacement charges)
4. Working independently at site libraries
5. Keeping accurate records of library usage including footfall, headcounts and roving enquiries
6. Assisting with stock relocation and re-spacing projects.

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 / Interview
2. Experience of working in a customer service environment.	Application Form / Support Statement / Interview
3. Good IT 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.	Application Form / Support Statement / Interview



4. A high degree of organisational ability	Application Form / Support Statement / Interview
5. A methodical approach to work with good attention to detail	Application Form / Support Statement / Interview
6. The ability to demonstrate initiative, problem solving and decision making	Application Form / Support Statement / Interview
7. Demonstrate effective collaborative working with a range of colleagues and stakeholders	Application Form / Support Statement / Interview
Desirable Criteria	
8. 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.