

JOB DESCRIPTION

This form summarises the purpose of the job and lists its key tasks.

It may be varied from time to time at the discretion of the College in consultation with the postholder.

Job Title: Information Assistant (Cataloguing) - Part Time	Job ref no:
Grade:	Department: Infrastructure Services Directorate: Library
Accountable to: Library Resources Manager	Responsible for: N/A

Job summary:

The role holder will work as part of the Infrastructure Services Directorate (ISD) responsible for delivering library services to staff and students. This includes cataloguing, dealing with enquiries, providing guidance to students and library users on accessing resources and general duties associated with delivering library services to the RVC community.

Competency: Cataloguing

Key tasks:

- To carry out cataloguing functions in support of collections management, creating and maintaining MARC21 catalogue records for library resources; Books, eBooks, Journals, eJournals, Digitised Theses, Projects, and archived items.

Competency: Communication

Key tasks:

- To provide email, web-chat, telephone and face to face support to users of the Library's services via the library front desk.
- Acting as a first point of contact for enquirers which includes using the RVC's ServiceDesk software.
- Advising staff and students on the resources available to them.

Competency: Service Delivery

Key tasks:

- To perform front desk duties, providing across the counter advice to students and staff on the services and resources available in the library, including circulation processes using the Library Management System (LMS), taking payments, book processing and opening / closing the library.
- To participate in the management of the library collections and associated systems by monitoring reading lists to ensure availability of required resources and compiling lists of new resource requests for referral to the Senior Library Assistant (Collections).
- To monitor circulation and produce reports when required from the LMS.
- To provide advice and support to students and staff using standard Microsoft products and other common applications used for statistical analysis, image manipulation etc.
- Respond to first-line IT queries where necessary.

Competency: Initiative and Problem Solving

Key tasks:

- To fault-find and resolve or escalate 1st line problems as necessary in order to maintain excellent service levels
- On occasion, to be responsible for opening and closing the library and some lone working.
- To refer unresolved queries and complaints to the Learning Resources Manager or IT Resources Manager as appropriate.

Competency: Teamwork and Motivation**Key Tasks:**

- To work independently in providing ISD services to end users.
- To liaise with IT Helpdesk and Library teams to support wider IT and Library services and systems
- To become familiar with other ISD sections and service offerings such as IT Infrastructure team, Digital Learning team and Research Support Librarian to offer accurate advice and escalations to specialist teams.
- Flexibility: To deliver services effectively a degree of flexibility is needed. The post holder may be required to perform work not specifically referred to above and may on occasion be required to work at our Camden Campus Library. The role encompasses all general duties associated with a modern-day library.

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