

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	Job ref no:
Grade:	Department: Infrastructure Services Division
Accountable to: Library Resources Manager	Responsible for:

Job summary:

The post holder will work as part of a small team of library-based helpdesk staff providing customers with a high-quality service and assisting in the maintenance of an environment conducive to academic study.

The post holder will staff the library helpdesk and will issue, return and renew books etc. and give advice to users on finding material on the library shelves and online, and how to use the self-service kiosk and laptop cabinet. Duties will also include taking payment for fines, bookshop purchases, posters and print credit, answering queries by telephone, email, ServiceDesk portal, webchat and in person, and helping visitors to the library.

Other duties will involve assisting with book processing, updating library user accounts as required, tidying bookshelves and library area and the annual stock weeding and book sale projects.

Competency: Service Delivery

Key tasks:

- To operate computerised circulation services including issue, return and renewal of books and other materials.
- To advise and assist users with self-service facilities in the library
- To advise and assist library users with the borrowing of material from external facilities.
- To provide across the counter advice to students and staff on the services and resources available in the LRC.
- To efficiently and accurately handle income for library fines, print and bookshop sales.

Competency: Communication

Key tasks:

- To communicate with customers verbally face to face and by telephone/MS Teams, and by email, portal, and webchat.
- To communicate with other team members, ISD staff and the Library Resources Manager verbally, by email and via MS Teams

Competency: Initiative and Problem Solving

Key tasks:

- To be responsible for opening and closing the library and some lone working

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| <ul style="list-style-type: none">• To refer queries and complaints to the Library Resources Manager as appropriate |
| Flexibility: To deliver services effectively, a degree of flexibility is needed, and the post holder may be required to perform work not specifically referred to above. |