

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) - Camden	Job ref no:
Grade:	Department: ISD - Library
Accountable to: Library Resources Manager	Responsible for: N/A

Job summary:

The post holder will work as part of a small team of staff based at our Camden library responsible for the smooth-running of operations and providing customers with a high quality service within an environment conducive to academic study.

Duties will include dealing with enquiries, cataloguing library resources, user training and induction activities, and general duties associated with delivering library services to the RVC community.

Competency: Service Delivery

Key tasks:

- To carry out 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 be responsible for cataloguing functions in support of collections management, creating and maintaining MARC21 catalogue records for library resources; Books, eBooks, Journals, eJournals and archived items.
- 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 deliver training on Endnote referencing software providing individual, small group and time-tabled sessions and support to students on accessing and using resources.
- To Contribute to the Library induction programme, delivering induction sessions as required.
- To respond to first-line IT queries where necessary.
- To monitor circulation and Laptop loans via the Self-service cabinet using reports from the LMS

- To liaise with programme support co-ordinators as appropriate to ensure later editions are publicised and included on reading list information.

Competency: Communication

Key tasks:

- To communicate with users of the Library Services via the library front desk - face to face, via MS Teams, by email, ServiceDesk portal and webchat
- To communicate with other team members and the Learning Resources Manager and liaise with other ISD teams verbally, by email or by ServiceDesk portal as appropriate.
- To act as first point of contact for the Camden Information Assistant and the Student library assistant team.
- To advise students and staff on the resources available, promoting and supporting the use of Library Catalogue search, resource lists and databases as part of the induction process and on an on-going basis.

Competency: Initiative and Problem Solving

Key tasks:

- To be first point of contact for library services at Camden, , including opening and closing the library, ensuring the library environment remains conducive to academic study, and some lone working.
- To fault-find and resolve or escalate 1st line problems as necessary in order to maintain excellent service levels.
- To refer unresolved queries and complaints to the Library Resources Manager or IT Helpdesk 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.