

Job Description

Job Title:	Library Acquisitions & Discovery Assistant
Career (R&R) Level:	Team Member
Department:	Library
Reporting to:	Digital & Discovery Librarian
Location:	Any UK Campus/Overseas (GUS Manila)
Direct Reports:	None

Library Service

The Library at the University of Law supports all students and staff, regardless of location. We have physical libraries at each of our eight UK campuses, alongside online collections and support, including for the Online Campus and partner institutions in the UK and globally. Our three teams (Digital Education, User Experience and Collections and Research) provide the professional expertise and high quality, relevant, accessible collections to equip our students and staff with the information literacy, research and digital skills to navigate learning and teaching at the University of Law with confidence, and to excel in their lives beyond.

Library Acquisitions & Discovery Assistant

Our Collections & Research team make a positive contribution to the engagement of students, academics and researchers to enhance access to, and use of the Library collection. The team deliver services efficiently, with a high level of commitment to excellence in customer service. They work in partnership with students, colleagues and other stakeholders in order to provide a flexible and inclusive service that is constantly evolving to meet the changing needs and priorities of the University. The Library Acquisitions & Discovery Assistant supports acquisitions and cataloguing processes to develop and maintain the Library collection in line with policies and guidelines. They also offer support for the administration, maintenance and technical support of the online Library collection.

Main function of Job:

The Library Acquisitions & Discovery Assistant supports the Library Collections and Research team as a whole, providing administrative support relating to the acquisition and delivery of print and electronic items within the Library collections. They help to ensure an excellent experience for students and staff, supporting seamless access to up-to-date resources. They will act as first point of contact for routine enquiries related to discovery, access and authentication of online content and the acquisition of any resources. The role also provides the opportunity to support a wide variety of stakeholders, including students, academics, wider business support teams and colleagues from across the Library Service.

Key responsibilities include:

- Responding to queries relating to access to the online collection or the purchase of Library materials in a timely and professional manner
- Managing administrative processes related to new acquisitions, including regular communication with Programme Lead Librarians and Finance colleagues to answer any queries and resolve issues
- Reporting issues with electronic resources to colleagues and liaising with internal and external stakeholders to help resolve any technical problems
- Collaborative working with stakeholders at all levels to gather insight, develop and improve the Library collection

Reporting Line

- The Library Acquisitions & Discovery Assistant reports directly to the Digital & Discovery Librarian and has no direct reports

Specific Responsibilities:

Support for central purchasing

- Monitor the Library Acquisitions inbox for tasks, responding to emails and referring more complex queries to the appropriate colleague
- Check costs and source information about new resources as directed – collating information on platforms for delivery, licensing options and costs
- Support the Collections & Content Librarian in gathering information required in relation to new courses, including content for business cases; sourcing, collating and checking information to be reviewed by others in the team as needed
- Work closely with the Reading List Librarian to support the purchase of relevant items, the administration of lists and act as a first point of contact to resolve queries
- Prepare details of new eBooks for promotion to staff and students
- Track requests for titles in e-format to support reading lists and liaise with appropriate eBook providers to enable cost-effective purchasing
- Check DARA notifications on Alma each week for system acquisitions tasks outstanding and liaising with Librarians to ensure these are completed
- Order materials from the British Library and liaising with Copyright Officer to make these available via VLE where necessary

Delivery of online services

- Identify broken links to resources; resolve issues or refer to colleagues as appropriate
- Add eBooks to the Demand Driven Acquisitions (DDA) collection as directed
- Collate and circulate analytics on DDA for consideration by the team; check weekly for any 'turnaways' and refer to colleagues within the Collections and Content team as necessary
- Maintain eBook resources on the Library Management System (LMS); add and edit metadata to improve the findability of online resources and ensure the currency of the collection
- Create order records and portfolios for online resources on the LMS and raise purchase orders using the University's finance system, working with the Digital & Discovery Librarian and suppliers to automate procedures wherever possible
- Work with the Digital & Discovery Librarian to import and delete records for online resources to ensure the currency of the collection

Information Governance/Administration

Maintain the Library knowledge base in relation to Acquisitions processes:

- Collaborating with staff within the Collections & Research Team to create and update workflows, procedures and guidance documents, categorising and filing appropriately within the Microsoft Teams site
- Updating spreadsheets to monitor progress on projects for new courses and storing the same in a consistent manner
- Ensuring all Library staff are updated on changes to resources/services and can access information as needed

Continuous Service Improvement and Delivery

- Provide administrative support to other areas of the Library Service during busy periods or for specific projects/specialised tasks
- Assist with the production of reports relating to usage and experience of the online collection by collating analytics and key data from across the service

Customer Support

- Work with colleagues within the Library team to deal with queries from all users relating to access to the online collection, and purchase of print items, referring on as needed
- Source accessible online versions of texts from publishers as required
- Prepare communications and liaise across departments to ensure that staff and students are aware of developments relating to the online Library collection

Teamwork

- Participate in project teams across the Library Service to deliver new and innovative services
- Attend and contribute to team meetings where appropriate
- Be a positive and supportive colleague to your team, wider service and university

Professional Skills

- Actively take responsibility for your own personal career development in all respects
- Thorough active networking and research, develop an awareness and knowledge of the Higher Education market
- Promote the professionalism of the service in all interactions with internal and external stakeholders

In addition to the responsibilities listed above, the job holder may be required to perform other duties as assigned by members of the Library Management Team from time to time.

The job holder has a duty to take reasonable care for the health and safety of themselves and of other persons with whom they come into contact at work. The job holder also has a duty to

co-operate with the University in complying with any statutory duty or requirement concerning health and safety at work. In particular, they must familiarise themselves with the Health and Safety Policy and its safety and fire procedures.

This job description is to be read in conjunction with the relevant Roles and Responsibilities Career Level document.

This job description is correct at September 2022. It may vary in consultation with the post holder to reflect changes within the market place, in the Library Team and the University.

Signed by:

Print Name:

Date:

Person Specification

Job Title: Library Acquisitions & Discovery Assistant

Role Level: Team Member

Department: Library Service

1. TRAINING & EDUCATION

Essential	Desirable
• GCSEs at grade C (Maths and English) or above, or NVQ level 2 (as appropriate), or equivalent experience	• Library or Information qualification, or suitably qualified by experience • MS Office Certification

2. EXPERIENCE

Essential	Desirable
• Customer service experience • Previous experience in an academic library or information service •	• Experience of acquisitions • Experience of managing access to online resources

3. SKILLS & KNOWLEDGE

Essential	Desirable
• Strong IT skills and a willingness to learn new software • Understanding of library technology and processes in relation to digital provision • Demonstrable ability to deliver an excellent customer service • Ability to provide basic technical advice and guidance to stakeholders in relation to resources • Ability to troubleshoot and problem solve in a timely manner	• Confident user of IT, including Microsoft Office applications such as Excel, Teams and SharePoint • Familiar with finance systems, such as Agresso • Awareness of the Ex Libris product range (Alma, Primo & Leganto) • Knowledge of LibGuides software • Understanding of delivery of multi-site services

4. BEHAVIOURAL SKILLS

Essential	Desirable
• Excellent interpersonal and communication skills • Ability to work as part of a team in a results-driven environment • Ability to prioritise own workload and use initiative • Able to deal calmly with difficult situations or complex issues • Methodical and organised approach • Excellent attention to detail • Methodical in approach	

