
LIBRARY ASSISTANT



School/Department:	Library, Information & Digital Services
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Grade:	4
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Reports to:	Library Manager
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Responsible for:	n/a
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Job Summary and Purpose:	The University Library Assistant supports the daily operations of the University Library by assisting students and staff in accessing resources, managing library materials and providing excellent customer service. The role includes administrative duties, resources organisation and technical support to ensure an efficient and welcoming library environment.
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1 KEY RESPONSIBILITIES

- Assist library users with locating, borrowing and returning materials.
- Provide guidance on the use of library catalogues, databases and online resources.
- Process new books, periodicals and other materials, including cataloguing and shelving.
- Maintain the organisation of library collections and study areas.
- Assist in library circulation tasks including, managing overdue materials and handling fines.
- Support students and staff in using library computers, printers and other digital tools.

2 DUTIES OF ALL STAFF

- To undertake such other duties as are within the scope and spirit of the job purpose, the job title, and the grade.
 - Maintain and promote health, safety & wellbeing awareness and commitment within the framework of the University's Health, Safety & Wellbeing policy.
 - Take responsibility for health and safety of yourself and others in carrying out the duties of the role.
 - To promote equality, diversity and inclusion in your performance of your duties.
 - To actively participate in learning and development to meet the requirements of your role and the University.
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03 SELECTION MATRIX

Essential Desirable Used to
shortlist

Representative Knowledge, Skills and Experience – Grade 4

1	Some previous experience relevant to the field of work may be required (e.g. a working knowledge of routine office procedures and equipment)	x
Knowledge and skills may have been acquired through internships, apprenticeships or practical training		
2	NVQ Level 1 / 2 or equivalent	x
3	Ability to communicate and exchange straightforward information clearly and accurately	x
4	An awareness of customer service and how actions reflect on the University's reputation	x
5	To be able to work on daily issues without continuous support	x
6	To understand Health & Safety and security requirements	x

Role Specific Knowledge, Skills and Experience

7	Understanding of library systems, databases and cataloguing procedures	x
8	Ability to assist students and staff with library and IT resources and provide guidance on information retrieval and proficiency in using library management systems, databases, and digital tools	x

Personal Attributes and Behaviours

10	Customer-focused approach, prioritising user needs and delivering high-quality service	x
11	Patience and empathy, supporting students and staff with varying levels of digital literacy and research skills	x

Does this role require a DBS? NO