IMPERIAL

Library Assistant (Medicine)

Department/Division/Faculty:	Library Services
Campus/Location:	Chelsea and Westminster Campus Library but will be required to work at other campuses, as required
Job Family/Level:	Professional Services Level 2b (Salary scales)
Responsible to:	Library Manager and Liaison Librarian (Medicine)
Line management for:	N/A
Key working Relationships (Internal):	Members of the Chelsea and Westminster Library team, members of the wider Medicine Team, other library teams.
Key Working Relationships (External):	Staff and students from the Faculty of Medicine, NHS library members, ICT, Estates and Security
Contract type:	Part-time (Permanent)

Purpose of the Post

The postholder supports the provision of high quality, efficient and effective library services to meet the learning, teaching and research needs of the Faculty of Medicine and other users of the library service.

The role focuses on front-line user support and a high standard of customer care is required. The postholder will perform general library duties, including working at the Enquiries desk.
This role is based onsite and not suitable for hybrid working.

Key Responsibilities

- Welcome library users at the Help desk, assist them (in person and via a variety of online platforms such as email and LibChat) in the use of library services, resources and equipment using initiative and expertise to solve queries and issues or triage to other staff as necessary.

- Assist library users to locate relevant print and online publications and explain basic use of e-journals and databases, referring in-depth enquiries as appropriate.

- Undertake library opening and closing operations and to be responsible for the library and its services if working alone during these times.

- Participate in User Services activities, including, the registration of new users, creation and maintenance of user accounts, issuing and returning of books and other items, card payments, collection of statistics and ensuring appropriate user behaviour.

- Create and maintain user accounts and answer simple queries/troubleshoot simple issues on external database products such as NHS OpenAthens and KnowledgeShare.

- Maintain a comfortable and safe library environment for users and team members by taking active responsibility for health and safety, including identifying and resolving hazards, cleaning issues, and building defects or reporting to Estates when appropriate.

- Monitor the library's entry/exit access system, including dealing with access problems to the appropriate level and ensuring policies on admission to the library are followed.

- Participate in management of room bookings for students and staff and other related activities such as maintaining the good order of these rooms and their equipment.

- Support teaching and learning activities in the Medicine Team including: the creation and maintenance of reading lists on our reading list system Leganto for Undergraduate and Post Graduate courses in the Faculty of Medicine, reporting user engagement and other statistics to courses. Assist the NHS and Medicine Liaison Librarians in preparation and teaching of sessions and workshops.

- Maintain library equipment, including ensuring furniture, PCs and printer/copiers etc. are clean and tidy and any defects or faults are promptly reported to the correct College support service or Library Manager.

- Perform routine clerical and administrative duties, which may include stationery purchasing, collecting, and sending post, photocopying and scanning, and undertaking specific tasks such as book displays, maintenance of notice boards, and signposting.

- Participate in stock checking, maintenance, and processing activities such as shelving, withdrawal of old stock, processing of new books, updating of cataloguing information and Document Delivery (inter-library and inter-campus loans).

- Provide cover for library information/service points at other campuses.

- Participate in local and cross-campus projects including user experience (UX) studies, and join and contribute to special interest and working groups as appropriate.

- Pursue an active programme of self-development and updating of skills, Library and Higher Education sector knowledge and understanding of new technologies, and share best practice with immediate team and wider library colleagues for continuous improvement of our user facing services and internal working practices.

IMPERIAL

Person Specification

Requirements Candidates/post holders will be expected to demonstrate the following:	Essential (E)/ Desirable (D)
Education	
1. At least 5 GCSEs grade A-C, or equivalent qualifications	(E)
Experience	
2. Experience of providing excellent frontline customer services	(E)
3. Confident user of a variety of office software e.g., Microsoft Outlook, Word, Excel	(E)
4. Experience of using a computer-based library management system or database that manages stock, customers or similar, to manage and maintain accurate records and workflows	(E)
5. Previous experience in working in a library, archives, or knowledge management service	(D)
Skills & Abilities	
6. Good interpersonal skills including an ability to relate and support different users with varying needs empathically and inclusively	(E)
7. Strong, user-orientated customer service skills, with an ability to deal with a wide range of enquiries and find helpful solutions	(E)
8. Excellent oral and written communication, both face to face and via virtual or online platforms to communicate effectively internally and externally to a variety of colleagues and library users	(E)
9. Active team member, flexible, co-operative, and dedicated to helping your team deliver a great service together	(E)
10. Ability to work with minimum supervision in a planned and managed way, while balancing your workload with new requirements of the wider team or immediate user needs	(E)
11. Ability to solve day-to-day problems and use initiative to react creatively and positively when faced with new situations or opportunities for change	(E)

Further Information

Please note that job descriptions cannot be exhaustive, and the post-holder may be required to undertake other duties, which are broadly in line with the above key responsibilities.

Our values are at the root of everything we do and everyone in our community is expected to demonstrate Imperial:

- Respect
- Collaboration
- Excellence
- Integrity
- Innovation

Employees are also required to comply with all Imperial policies and regulations.

We are committed to equality of opportunity, to eliminating discrimination and to creating an inclusive working environment for all. We encourage candidates to apply irrespective of age, disability, marriage or civil partnership status, pregnancy or maternity, race, religion and belief, gender reassignment, sex, or sexual orientation. You can read more about our commitment on our webpages.

[23.01.2025]