IMPERIAL

Library Assistant (User Services)

Department/Division/Faculty:	Library Services
Campus/Location:	Abdus Salam Library, South Kensington Campus but may be required to work at other campuses, as required
Job Family/Level:	Professional Services, Level 2b (Salary scales)
Responsible to:	Library User Services Coordinator
Line management for:	N/A
Key working Relationships (Internal):	Campus libraries, Content and Discovery, Library Administration and Operations, Library Liaison
Key Working Relationships (External):	Alumni Office, HR, ICT, NHS, Registry
Contract type:	Full-time open ended
	35 hours per week. The post holder will be expected to exercise flexibility in their hours to meet the needs of the Library.
	Notes on flexible hours for Library Assistants
	The normal working day is 09.30 – 17.30. You will normally work at least one early shift (08.30 – 16.30) per week and one late shift per month (usually 11.00-19.00, occasionally 13.00-21.00)
	You will also work one weekend day 10.00 – 18.00 on a termly rota, usually once every 4 weeks. This includes Easter College Closure days for which plain time may be taken in lieu at a later date or double pay.

Purpose of the Post

The postholder supports the provision of efficient and effective library services to meet the learning, teaching and research needs of our users.

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

Key Responsibilities

- Welcome library users, 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 print and online publications and explain e-journals and database access, referring in-depth enquiries as appropriate.

- To answer a variety of queries received via our 'ASK the Library' enquiry service, LibChat, by email, and by phone.

- 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. Supporting users in the use of our online Library Search and request processes.

- Monitor the library's entry/exit access system, identifying and resolving access issues and ensuring adherence to Library admission policies. Ensuring library regulations relating to admission policies, circulation and good conduct are correctly applied.

- To process reservations, store service requests and overdue notices. To follow procedures for missing items, dealing with disputes regarding claims returned items or fines, escalating to a manager or coordinator where appropriate.

- Assisting users with the operation of the online self-service room booking system.

- Assisting users with IT equipment within the library as required, Maintaining Library equipment and reporting defects.

- To approve and facilitate guest access to electronic resources in accordance with publishers' licensing agreements.

- To participate in User Services team projects and cross-library projects.

- Regularly shelving and tidy collections.

- The post holder may also spend some time supporting other tasks including stock processing, document delivery, acquisitions and stock management.

- Liaise closely with other staff to share knowledge and best practice in the development of collections and services.

- Pursue an active programme of self-development and continuing updating of skills and understanding of new technologies.

- 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.

- The post holder may on occasion be expected to cover at other library sites.

Person Specification

Requirements Candidates/post holders will be expected to demonstrate the following:	Essential (E)/ Desirable (D)
Education	
At least 5 GCSEs grade A-C, or equivalent qualifications	(E)
Experience	
Experience of providing a frontline library service	(E)
Experience of using an automated library management system	(E)
Experience of some of the key responsibilities of the post	(E)
Knowledge	
Familiarity with computer systems, including Microsoft Outlook, Word and Excel	(E)
Skills & Abilities	
Good oral and written communication skills	(E)
Good interpersonal skills	(E)
Good team player, flexible and co-operative, coupled with the ability to manage own workload and use own initiative.	(E)
Care and attention to detail, and methodical approach to work	(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.

[Insert for posts subject to criminal records (DBS) checks]

As this post is exempt from the Rehabilitation of Offenders Act 1974, a satisfactory Disclosure and Barring Service (DBS) check, at the appropriate level, will be required for the successful candidate.

[Only to be included for Academic and Research Jobs]

Imperial is a proud signatory to the San-Francisco Declaration on Research Assessment (DORA), which means that in hiring and promotion decisions, we evaluate applicants on the quality of their work, not the journal impact factor where it is published. For more information, see https://www.imperial.ac.uk/research-and-innovation/about-imperial-research/research-evaluation/

Imperial believes that the use of animals in research is vital to improve human and animal health and welfare. Animals may only be used in research programmes which are ultimately aimed towards finding new treatments and making scientific and medical advances, and where there are no satisfactory or reasonably practical alternatives to their use. Imperial is committed to ensuring that, in cases where this research is deemed essential, all animals in our care are treated with full respect, and that all staff involved with this work show due consideration at every level. Find out more about animal research at Imperial.

July 2026