



UNIVERSITY OF  
LINCOLN

## UNIVERSITY OF LINCOLN JOB DESCRIPTION

<b>JOB TITLE</b>	Library Assistant (Weekends)				
<b>DEPARTMENT</b>	The Library				
<b>LOCATION</b>	Brayford				
<b>JOB NUMBER</b>	LR4078	<b>GRADE</b>	4	<b>DATE</b>	June 2020
<b>REPORTS TO</b>	Library Team Leader (Evening & Weekend)				

### CONTEXT

The Library is a key academic support department in the University, providing students and staff with flexible, responsive services which underpin teaching, learning and research.

The post-holder will work as part of the Customer Services team.

This position is part-time: alternate weekends.

The post-holder will report to the Library Team Leader (Evening & Weekend)

### JOB PURPOSE

To contribute to the delivery of library customer services.

## KEY RESPONSIBILITIES

### Provide excellent customer service

- Welcome all library users and answer enquiries on all library services received in person, by phone or email;
- Contribute to the provision of a well- run frontline services desk, including: reception, first line IT, directional and information enquiries; self-service and lending support;
- Identify and refer more complex and/or specialist enquiries as appropriate;
- Carry out administrative tasks associated with services to users such as debtors, holds and reservations;
- Promote and support the use of self-service machines;
- Assist users with the printers/photocopiers/plotter and contribute to the maintenance and upkeep, replacing consumables and clearing jams;
- Contribute to the delivery of a consistent, efficient, courteous and timely service in line with departmental policies and regulations;
- Undertake appropriate training and familiarisation with library policies, procedures, processes, resources and services in order to keep up-to-date and provide the best possible customer service.

### Contribute to the achievement of high standards of library housekeeping

- Contribute to the tidy and presentable physical organisation and appearance of the service areas, including roving the upper floors and promptly reporting any IT or building issues via the service desks;
- Contribute to the shelving and shelf-tidying process, regularly achieving the department's service standard and prioritising shelving at peak times;
- Prioritise work over the course of the academic year in order to meet agreed service standards and to address the fluctuations in demand which occur within the academic calendar.

### Contribute to the maintenance of an appropriate study environment

- Apply library regulations relating to admission, circulation and conduct in the library;
- Contribute to the maintenance of a suitable study environment in the library, regular roving, quiet patrol, live chat and answering the "Text Quiet" service.

**In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.**

## ADDITIONAL INFORMATION

### Scope and dimensions of the role

The postholder will:

- Be a member of the Customer Services team, reporting to the Library Team Leader (Evening & Weekend);
- Be responsible for achieving quality and consistency in the delivery of library services through adherence to agreed standards;
- Please note that aspects of the post involve lifting, carrying, bending, stretching, manoeuvring trolleys and the use of kick stools.
- The details above are not a comprehensive list of the activities which may be carried out by the post holder, and activities may change (appropriate to the grading of the post) as a result of developments and changes in the Department or services;
- The Library supports and encourages the training and development of its staff. We expect the postholder to pursue an active programme of self-development and continual updating of skills and understanding of new library technologies.

### Key working relationships/networks

Internal	External
<ul style="list-style-type: none"><li>• Students and academic staff</li><li>• Customer Services team</li><li>• Other library teams, such as the Academic Subject Librarians and the Acquisitions team</li><li>• IT Services</li><li>• Academic offices</li><li>• Registry</li></ul>	<ul style="list-style-type: none"><li>• Members of the public</li></ul>



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**UNIVERSITY OF LINCOLN  
PERSON SPECIFICATION**

<b>JOB TITLE</b>	Library Assistant	<b>JOB NUMBER</b>	LR4078
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<b>Selection Criteria</b>	<b>Essential (E) or Desirable (D)</b>	<b>Where Evidenced Application (A) Interview (I) Presentation (P) References (R)</b>
<b>Qualifications:</b>		
Level 2 or equivalent in librarianship or customer services	D	A
Familiarity with the use of basic print and online reference and information sources	E	I
<b>Experience:</b>		
Working in a library	E	A/I
Working in a busy customer services environment	E	A/I
Working in a higher education library	D	A
<b>Skills and Knowledge:</b>		
Good customer services skills, including the ability to deal tactfully with difficult situations	E	A/I
Good communication skills	E	A/I
High level of time management and organisational skills	E	I
Good knowledge of MS Office applications including Word and Powerpoint	E	A/I
<b>Competencies and Personal Attributes:</b>		
A professional approach	E	I
Good team player	E	A/I
Able to work under own initiative	E	I
<b>Business Requirements:</b>		
Available to work during the evening	E	I

**Essential Requirements** are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

<b>Author</b>	Lesley Thompson	<b>HRBA</b>	SL
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