

## Job Description

<b>Department</b>	Library Service (and flexible support of Student Information)
<b>Post</b>	Learning Centre Assistant
<b>Hours</b>	37 hours per week (term time only)
<b>Hours distribution:</b>	Flexibility in the distribution of hours required at particular points in the year to support service demands. Plus 2 weeks will be used flexibly throughout College vacations to support service demands and wider College needs. Possible evening duties may be required – currently until 7.30pm.
<b>Responsible to</b>	Overall - Library Service Manager Day-to-day – Assistant Librarian (Operations and Library Systems)

### Key Purpose:

As a member of an integrated team, to participate actively in the day-to-day delivery and development of an excellent, responsive, customer-focused service.	
<b>1</b>	To support the provision of a comprehensive library and information resource service.
<b>2</b>	To participate in the delivery of the service, within given policies and procedures, by being the first point of contact for users.
<b>3</b>	To foster good working relationships between team colleagues.

### Duties and Areas of Responsibility:

<b>1</b>	Carrying out all relevant front of house and counter duties (inclusive of all resource circulation routines and production of ID cards) as required to meet the needs of the Library team, including periods of lone working.
<b>2</b>	Helping to maintain the good order of the Learning Centre and actively promote good student behaviour.
<b>3</b>	To assist with the provision of a general enquiry service to staff and students. To participate with colleagues in offering general and administrative support to users of LC equipment, (e.g. printers, PCs, laptops, AV resources). Also, where appropriate, to support users in the accessing of resources (e.g. DVDs, eResources, Google Education Services, Library OPAC).
<b>4</b>	To participate in the bibliographical checking, ordering and invoicing of new resources, and to aid in the processing of new stock (covering, triggering, labelling). To support the alerting of new additions through appropriate means including social media.
<b>5</b>	To undertake stock maintenance activities, such as the gathering of un-shelved resources, stock tidying, shelving, repair and stock checking.
<b>6</b>	To participate in the promotion of Learning Centre stock (support events and activities, and create displays within the Centre). To support the promotion of services and resources through the monitoring and updating of Learning Centre Information Sheets.
<b>7</b>	To participate in the monitoring of Learning Centre services and activities, through surveys and customer feedback. To assist in the regular recording of statistics on service usage and activity, and adding to designated spreadsheets as appropriate.

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<b>8</b>	To support the Assistant Librarian (Operations and Library Systems) in the development of the Careers Library collection and liaison with the Careers Service team.
<b>9</b>	To collect and distribute Learning Centre post and deliver internal post.
<b>10</b>	To monitor and maintain the reservation service.
<b>11</b>	To participate in daily overdues routines and associated procedures for the regular chasing of outstanding stock, including all appropriate means of communication, e.g. telephone, text, email.
<b>12</b>	To maintain the journals and periodicals procedure, including ordering, receipt, processing and distribution. Chasing up queries and problems that may arise. Where appropriate, circulating contents and information to staff through appropriate media.
<b>13</b>	To actively participate in the completion of the Learning Centre risk assessment and regularly update when a new risk occurs.
<b>14</b>	Represent the Learning Centre at designated internal meetings (College Health and Safety Group meetings).
<b>15</b>	To support Student Information Services as required in functions such as student bursaries, data input, progression and results weeks.
<b>16</b>	Participating as required in college events such as college meetings, Open Evenings or training.
Any other responsibilities appropriate to the position.	

The duties are indicative of the main requirements of the post. The post holder may be asked to carry out other duties from time to time by the Library Service Manager or designated deputy. It is college policy that roles and responsibilities are reviewed on a regular basis leading to possible modifications where appropriate.

### The above job description was agreed:

<b>Name of the Post holder:</b>	
<b>Sign:</b>	<b>Date:</b>
<b>Name of Line Manager:</b>	
<b>Sign:</b>	<b>Date:</b>