

**JOB DESCRIPTION**  
**Library Services Advisor**  
**Vacancy Ref: 0880-24**

<b>Job Title:</b> Library Services Advisor	<b>Grade 3</b>
<b>Department/College:</b> The Library	
<b>Directly responsible to:</b> Library Space and Services Officer/Library Space and Services Supervisor	
<b>Supervisory responsibility for:</b> N/A	
<p><b>Other contacts</b></p> <p><b>Internal:</b>  Includes: Students and University users of the Library service, Library colleagues, relevant colleagues in other professional services e.g. Facilities, Security, ISS</p> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>Includes: Visitors and other external Library users, Suppliers, Library staff in comparable roles at other institutions</li> </ul>	
<p><b>Major Duties</b></p> <p><b>The Role –</b>  Library users are at the heart of everything we do. The Library is committed to being user-focused, digitally driven, and socially inclusive and takes a dynamic approach to service delivery, engagement and collaboration. We provide inspirational and high-quality learning environments that encourage academic excellence, promote partnership working and respond to the changing expectations of our users.</p> <p>This role is critical to our success and requires the role holder to:</p> <ul style="list-style-type: none"> <li>Be a proactive, welcoming, presence in the Library for all users</li> <li>Provide, as a first point of contact, a high quality, user-focused, enquiry &amp; support service</li> <li>Assist in maintaining and developing the Library as an outstanding study environment</li> </ul> <p><b>Major duties -</b></p> <ul style="list-style-type: none"> <li>Proactively seek opportunities to welcome and support people in using Library services</li> <li>Provide excellent customer care when answering enquiries received via any route, optimizing each user interaction and responding in a professional, friendly and supportive manner</li> <li>Participate in ensuring the Library is an attractive and safe environment conducive to study: explaining and enforcing Library rules to users, delivering user orientation and basic training, patrolling the building, reporting building and equipment maintenance requirements</li> <li>Support users with physical and learning disabilities and non-standard requirements in using the Library building and services</li> </ul>	

- Respond to enquiries received via a range of communication tools, offering advice and instruction and referring in-depth questions to specialists
- Assist in the delivery of digital support e.g. engaging with social media, library website
- Support the production and review of online Library support tools and guidance to assist users in developing self-sufficiency, ensuring the content is accurate, inclusive and accessible
- Develop knowledge of, and assist, the work of the research services and academic services teams to enhance first-line support, e.g. supporting events
- Undertake administrative and practical duties to facilitate the circulation of library resources
- Support collection management and development activities, e.g. Resource Lists, Stock Retention and Relegation
- Input data and analyse statistics e.g. building usage reports, survey results
- Activate emergency procedures with confidence and respond to incidents in line with guidelines and policies
- Participate in staff development activities including formal training sessions, working groups, apprenticeships and self-directed learning to develop skills and competencies for rapidly changing service needs
- Have a flexible approach to working, and participate in evening and weekend rotas, dependant on the needs of the service
- To undertake any other duties appropriate to the grade of the post as and when required by the Director of Library Services and Learning Development or nominated representative