

JOB DESCRIPTION

Job Title Library Service Advisor	Present Grade: Career Grade 3 - 4
Department/College: Library	
Directly responsible to: Library Space and Experience Officer or Library Space and Experience Supervisor	
Supervisory responsibility for: N/A	
Other contacts Internal: Includes: Students and University users of the Library service, Library colleagues, relevant colleagues in other professional services e.g. Facilities, Security, ISS External: Includes: Visitors and external library users, suppliers, Library staff in comparable roles at other institutions	
Major Duties: 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. This role is critical to our success and requires the role holder to: • Be a proactive, welcoming, presence in the Library for all users • Provide, as a first point of contact, a high quality, user-focused, enquiry & support service • Assist in maintaining and developing the Library as an outstanding study environment Key Responsibilities and duties (Grade 3) • Proactively seek opportunities to welcome and support people in using Library services • Provide excellent customer care when answering enquiries received via any route, optimizing each user interaction and responding in a professional, friendly and supportive manner • 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 • Support users with physical and learning disabilities and non-standard requirements in using the Library building and services • Respond to enquiries received via a range of communication tools, offering advice and instruction and referring in-depth questions to specialists • 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 • Develop knowledge of, and assist, the work of the research services and academic services teams to enhance first-line support, e.g. supporting events • Activate emergency procedures with confidence and respond to incidents in line with guidelines and policies	

- Participate in staff development activities including formal training sessions, short-term 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
- 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.

Additional key Responsibilities and duties (Grade 4)

- 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
- Participate in professional networks to ensure that you keep up to date with best practice and share information with others.
- Proactively identify opportunities to improve services and work with colleagues to enhance the user experience
- Play a role in supporting new members of the team which may include providing advice and guidance on unusual/infrequent queries
- Plan and organise own tasks effectively and work with minimal supervision

Progression to grade 4 is dependent on the completion of a development pathway for Library Service Advisors. There is no automatic right to pass through the gateway from grade 3 to grade 4. This will be assessed on an individual basis.