JOB DESCRIPTION
Library Space & Services Officer
Vacancy Ref: N1772

Job Title: Library Space & Services Officer
Grade 6

Department/College: The Library

Directly responsible to: Library Space and Services Manager

Supervisory responsibility for: Information Assistants and Bookshelvers

Other contacts

Internal:
Includes: Library staff, relevant colleagues in other professional services e.g. Facilities, Security

External:
Includes: Library suppliers, External service providers and contractors

Major Duties

The Role –
The purpose of the role is
- To manage the Library frontline support team to deliver the highest levels of customer service
- To facilitate the circulation of physical Library resources
- To help ensure the safe, secure, efficient and effective operation of the Library building and facilities

Major duties -

- Be jointly responsible for managing the day-to-day delivery of information support, providing a high quality of service delivery during all Library opening hours
- Manage the efficient operation of all borrowing activities and provide quality assurance and performance monitoring
- Participate in maintaining the Library as a high quality and safe study environment – producing and co-ordinating signage, briefing Library staff, users and University colleagues
- Support students with physical and learning disabilities and non-standard requirements; assess needs and devise strategies to deliver an inclusive experience for all library users
- Liaise with University and external vendors as appropriate, raising support requests and monitoring response/follow up
- Jointly manage the Information Support team, including induction, PDRs and staff development activities
- Identify staff training and development needs and co-ordinate training to deliver an excellent customer experience
- Collect and record relevant usage data, and monitor trends, to assist the Library Space and Services Manager in making recommendations for continuous service improvement
- Represent the Library, as appropriate, on university and external groups
- Working with the Library Space and Services Manager, develop and maintain documented procedures for pro-actively managing the Library building and services
• Support the Library Health & Safety Officer in ensuring a safe working environment is maintained throughout the Library building, including the development and delivery of the Library Emergency Procedures and Disaster Plan
• Deputise for the Library Space and Services Manager
• 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