

JOB DESCRIPTION
Library Services Adviser
Vacancy Ref: N1957

Job Title:	Library Services Adviser	Grade 3 moving to a grade 4 on successful completion of the Customer Service Practitioner apprenticeship programme
Department/College:	The Library	
Directly responsible to:	Library Space and Services Officer	
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: <ul style="list-style-type: none">Includes: Visitors and other external Library users, Suppliers, Library staff in comparable roles at other institutions		
Major Duties		
The Role – 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: <ul style="list-style-type: none">Be a proactive, welcoming, presence in the Library for all usersProvide, as a first point of contact, a high quality, user-focused, enquiry & support serviceAssist in maintaining and developing the Library as an outstanding study environment		
Major duties - <ul style="list-style-type: none">Proactively seek opportunities to welcome and support people in using Library servicesProvide excellent customer care when answering enquiries received via any route, optimizing each user interaction and responding in a professional, friendly and supportive mannerParticipate 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 requirementsSupport 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
- 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, 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
- 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