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**Job Description**

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| **Job title:** | **Senior Library Assistant (Document Delivery)** |
| **Department/School:** | **Library** |
| **Grade:** | **4** |
| **Location:** | **Technical Services Department, Library** |

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| **Job purpose** |
| The post has a key role within the Library’s Document Delivery team, sourcing and obtaining material to meet the needs of students and staff undertaking research and teaching at the University, and supplying requested material to partner libraries. Through supplying material in digitised form the team supports research staff working remotely and the University’s strategy of advancing online course delivery.  The team source items in electronic format (as well as in print) from a wide range of libraries, publishers and suppliers within the UK and abroad. Additionally, they arrange for material within the Library’s own print collection to be digitised and made available to users.  Document Delivery staff work simultaneously across three main service streams:  The *Inter-Library Loans* service identifies where material not held within the Library’s existing collections is held and obtains loans, photocopies and digitised versions of items such as books, theses and journal articles. These are acquired from National and Research Libraries across the world. Similarly, the service handles requests from libraries elsewhere for material held at Bath.  The *Bath Copies* service retrieves material within the Library’s existing print collection, arranging for it to be digitised and then supplied to students.  The *Library Scanning Service* handles requests from academic staff for digitised material in support of entire course programmes. Items supplied either conform to the terms of the Copyright Licensing Agency (CLA) HE Licence or are otherwise supplied with the permission of the copyright holder, which is also obtained by this team. |

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| **Source and nature of management provided** |
| This post reports to the Information Librarian (Document Delivery) |

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| **Staff management responsibility** |
| Occasional supervisory responsibility for: staff providing support during busy periods, Erasmus placement students, work experience students, job shadow participants, casual staff engaged for specific projects. |

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| **Special conditions** |
| None |

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| **Main duties and responsibilities** | |
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| 1 | Co-ordinating with team members to provide accurate and timely document supply under the direction of the Information Librarian (Document Delivery). |
| 2 | Responding to enquiries from researchers, academic staff and students, and identifying potential supply options in view of individual requirements. |
| 3 | Searching library catalogues, publisher websites and other sources to evaluate their terms and determine the optimal means of supply. Entails awareness of different supply modes (e.g British Library, digitisation, pay on demand, open access) |
| 4 | Checking requests to ensure bibliographic information is accurate and amending it where necessary. Also ensuring items requested are supplied within copyright limits. |
| 5 | Utilising the Library Management System to place orders and track items, as well as dealing with requests from libraries elsewhere for material held at Bath. Utilising other specialist systems (e.g. reading list software) in the delivery of material to the user. |
| 6 | Liaising with research libraries, publishers and other suppliers, building effective working relationships to develop consistent sources of supply and making payments |
| 7 | Coordinating the supply of digitised material, principally with colleagues undertaking scanning work and subject librarians making purchasing commitments. Meanwhile keeping students and staff informed to ensure a seamless user experience. |
| 8 | Responding to supply problems and seeking alternatives where necessary, working with users to resolve issues with the delivery of material online. |
| 9 | Obtaining digitised material under the terms of the Copyright Licensing Agency HE Licence, with an understanding of the Licence’s requirements and associated copyright law. |
| 10 | Supporting the Information Librarian (Document Delivery) in the development of procedures. Obtaining, recording and presenting data to inform policy, and assisting with promotion of the service. |
| On occasion, you may be asked to assist in the facilitation of CPD activities. This will form part of your substantive role and you will not receive additional payment for these activities.  You will be required to undertake other duties of a similar nature as reasonably required by your line manager as the need arises. | |

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**Person Specification**

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| **Criteria: Qualifications and Training** | **Essential** | **Desirable** |
| Educated to GCSE level, or equivalent work experience | C:\Users\lisct.CAMPUS.000\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HDBXTV35\MC900072629[1].gif |  |
| Certification with CILIP (Chartered Institute of Library and Information Professionals). This certification is recognised by the post-nominals ACLIP. |  | C:\Users\lisct.CAMPUS.000\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HDBXTV35\MC900072629[1].gif |

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| **Criteria: Knowledge and Experience** | **Essential** | **Desirable** |
| Experience of working in a library/archive or related environment | C:\Users\lisct.CAMPUS.000\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HDBXTV35\MC900072629[1].gif |  |
| Experience of using a Library Management System to enter and retrieve data |  | C:\Users\lisct.CAMPUS.000\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HDBXTV35\MC900072629[1].gif |

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| **Criteria: Skills and Aptitudes** | **Essential** | **Desirable** |
| Demonstrate excellent customer support | C:\Users\lisct.CAMPUS.000\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HDBXTV35\MC900072629[1].gif |  |
| The ability to work to an excellent level of accuracy and attention to detail | C:\Users\lisct.CAMPUS.000\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HDBXTV35\MC900072629[1].gif |  |
| Demonstrate proficiency with IT applications and tools | C:\Users\lisct.CAMPUS.000\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HDBXTV35\MC900072629[1].gif |  |
| Communicate effectively with a wide range of people – staff and students of the University, team members, other Library staff, partner libraries and other external suppliers | C:\Users\lisct.CAMPUS.000\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HDBXTV35\MC900072629[1].gif |  |
| Demonstrate a versatile, adaptable and enthusiastic attitude | C:\Users\lisct.CAMPUS.000\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HDBXTV35\MC900072629[1].gif |  |
| The ability to work co-operatively within a team | C:\Users\lisct.CAMPUS.000\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.IE5\HDBXTV35\MC900072629[1].gif |  |

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| **Effective Behaviours Framework**  The University has identified a set of effective behaviours which we value and have found to be consistent with high performance across the organisation. Part of the selection process for this post will be to assess whether candidates have demonstrably exhibited these behaviours previously. |
| **Managing self and personal skills:**  Willing and able to assess and apply own skills, abilities and experience. Being aware of own behaviour and how it impacts on others. |
| **Delivering excellent service:**  Providing the best quality service to all students and staff and to external customers e.g. clients, suppliers. Building genuine and open long-term relationships in order to drive up service standards. |
| **Finding innovative solutions:**  Taking a holistic view and working enthusiastically and with creativity to analyse problems and develop innovative and workable solutions. Identifying opportunities for innovation. |
| **Embracing change:**  Adjusting to unfamiliar situations, demands and changing roles. Seeing change as an opportunity and being receptive to new ideas. |
| **Using resources:**  Making effective use of available resources including people, information, networks and budgets. Being aware of the financial and commercial aspects of the University. |
| **Engaging with the big picture:**  Seeing the work that you do in the context of the bigger picture e.g. in the context of what the University/other departments are striving to achieve and taking a long-term view. Communicating vision clearly and enthusiastically to inspire and motivate others. |
| **Developing self and others:**  Showing commitment to own development and supporting and encouraging others to develop their knowledge, skills and behaviours to enable them to reach their full potential for the wider benefit of the University. |
| **Working with people:**  Working co-operatively with others in order to achieve objectives. Demonstrating a commitment to diversity and applying a wider range of interpersonal skills. |
| **Achieving results:**  Planning and organising workloads to ensure that deadlines are met within resource constraints. Consistently meeting objectives and success criteria. |