

## Job Description

<b>Job title:</b>	<b>Copy and Print Assistant</b>
<b>Department/School:</b>	<b>Library – Technical Services</b>
<b>Grade:</b>	<b>4</b>
<b>Location:</b>	<b>Library</b>

### Job purpose

The post plays an essential role within the Copy and Print Service, delivering the University's printing and scanning hub to students and staff using the Library. Whilst providing walk in services and technical expertise is its main activity, the Service supports all Library users and Library staff with their digitisation, printing and copying-related enquiries and requirements. The Copy and Print Assistant role is user-facing, demanding excellent customer service skills and a thorough understanding of the University's networked printing system, different file formats and how to effectively resolve printing problems.

The Copy and Print team work intraoperatively and across other Library services:

- They liaise with the Library's Document Delivery team to supply scans requested by individual library users (the Bath Copies Service).
- They produce the scans for academic staff for embedding into Moodle, the University's virtual learning environment to support entire course programmes.
- They digitise material using the Library's Zeutschel scanner and Microsoft SharePoint as the storage and delivery mechanism for appropriate formats.
- They play a key role in liaising with students with a declared print disability to advise and produce accessible scans of reading materials for individuals. This particular service involves liaison with tutors, Assistive Technologists and the Bibliographic Services Librarian.
- They keep an accurate record of bibliographic details for auditing and compliance purposes.
- They create online reading lists for taught courses, searching the library catalogue for the correct resources

The Copy and Print team is located within the Library building. Key contacts include undergraduate and postgraduate students, academic staff and researchers, the engineers supporting the University Print Service (currently run by Sharp Corporation) and library colleagues and relevant student support services.

### Source and nature of management provided

This post reports to the Bibliographic Services Librarian.

### Staff management responsibility

The post-holder contributes to the induction and training of the Library Graduate Trainee. They assist with the supervision of casual staff, work-experience students, placement

students and those coming to Technical Services for job-shadowing opportunities.

### Special conditions

The work can be physically demanding, requiring moderate lifting (boxes of paper and heavy materials), bending and reaching to clear paper jams, replace toners and other consumables.

### Main duties and responsibilities

1	Working with other team members to ensure the provision of a first-rate Copy and Print service to all users, underpinned by an excellent, customer-focused approach.
2	Maintaining an excellent working knowledge of the functionality of the equipment to advise and train customers to use it effectively. This includes knowledge of technical settings for particular print jobs, how to scan effectively and how to obtain best value for money.
3	Providing high quality, accessible scans of Library materials for: <ul style="list-style-type: none"><li>• private research (Bath Copies Service)</li><li>• online teaching (embedded scans placed onto Moodle)</li></ul>
4	Ensuring students with a print disability receive a no-detriment reading and learning experience. This involves some technical understanding of assistive technology systems and a knowledge of the disabilities these systems support.
5	Conducting peer-to-peer training to pass on skills and best practice to team members and trainees. This is vital in a team comprising part-time staff.
6	Responding to TopDesk (email tracking software) enquiries from researchers, academic staff and students relating to the Copy and Print service in a timely and professional manner. This involves solving print problems, problems connected to online print accounts etc.
7	Designing and delivering service levels, responding to and anticipating users' needs.
8	Utilising specialist printing software to locate information relating to user accounts and adding or deducting credit where appropriate. Liaising with library users and University Cashiers to refund to users' bank accounts where necessary and keeping accurate administrative records of this activity.
9	Searching the Royal National Institute for the Blind's Bookshare database for ready-made and approved scans of academic texts for students requiring them. Registering the students with the service and facilitating the supply of these scans.
10	Recording accurate bibliographic information on the Library's intranet for scans produced for students with disabilities.
11	Using OCR (Optical Character Recognition) software to create scans compatible with screen-reading technology.
12	Technical troubleshooting and problem solving. Using reporting software to request engineer call outs if the problem cannot be resolved by the Copy and Print Assistant themselves.
13	Returning interlibrary loan items to the British Library or other lending libraries with associated accurate record keeping.

<b>14</b>	Creating and keeping accurate records of all Library notice and guide templates on the library intranet in liaison with the Academic Services team, maintaining consistent standards.
<b>15</b>	Maintaining the cleanliness and working order of the printing fleet and ensuring consumables are re-ordered in a timely manner.
<b>16</b>	Helping to foster a good working relationship with other Library Level 2 Service Point staff to give the best possible user experience.
<b>17</b>	Supporting the Bibliographic Services Librarian in the development of procedures. Obtaining, recording and presenting data to inform policy, and assisting with promotion of the service.
<b>18</b>	Create online reading lists for taught courses, searching the library catalogue for the correct resources
<p>On occasion, you may be asked to assist in the facilitation of Continuing Professional development activities. This will form part of your substantive role and you will not receive additional payment for these activities.</p> <p>You will be required to undertake other library assistant duties as reasonably required by your line manager as the need arises.</p>	

## Person Specification

Criteria: Qualifications and Training	Essential	Desirable
Educated to GCSE level, or equivalent work experience	✓	
Certification with CILIP (Chartered Institute of Library and Information Professionals). This certification is recognised by the post-nominals ACLIP.		✓
Good understanding of IT applications such as Microsoft Office and different file formats and a confident approach to technical problem-solving	✓	
Successful completion of customer care / customer service training		✓

Criteria: Knowledge and Experience	Essential	Desirable
Experience of working positively with customers in a service environment	✓	
Experience of using a computerised system	✓	
Experience of using Library Systems to enter and retrieve data		✓
Experience of working with online payments and financial data		✓
Experience of working with printing and scanning equipment in the workplace		✓
A demonstrable understanding of the different types of library material, such as textbooks, monographs, journals, reports etc.		✓
An understanding of print disabilities and technical solutions		✓

Criteria: Skills and Aptitudes	Essential	Desirable
Demonstrate excellent customer support	✓	
Demonstrate the ability to work in a busy environment and to assist library users who may be stressed / tired	✓	
Demonstrate proficiency with IT and technical applications	✓	
Communicate effectively with a wide range of people – staff and students of the University, team members, other Library staff, library visitors	✓	
Demonstrate a versatile, adaptable and enthusiastic attitude	✓	

Demonstrate the ability to work co-operatively within a team	✓	
Good written communication and numeracy skills	✓	
The ability to work to an excellent level of accuracy and attention to detail	✓	

### 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.