Job Title: Library Adviser

School/Department: Libraries and Research and Learning Resources - Customer Services

Job Family and Level: Administrative, Professional and Managerial Level 2

Contract Status: Permanent

Hours of Work: Part-time, 18.38 hours per week

Mon, Tue, Wed 7:45am – 11:45am;
Thu 6pm-10pm;
Alternate Sat 12:15pm -5pm

The post holder will also be required to work on one public holiday or University Closure day per annum. This will be agreed in advance, by mutual consent wherever possible, dependent on operational requirements. It may be in a different library from the normal place of work, and may be at a different time from the normal hours of work but will not exceed the longest shift in the normal work pattern.

Location: James Cameron-Gifford Library. The role holder may be asked to work in other libraries.

Reporting to: Senior Library Adviser

Purpose of the New Role:

Our vision is of a Library that puts students and academics at the heart of everything we do, enabling us to provide a consistently excellent service aligned to the teaching, learning and research priorities of the University. Our shared ethos is that we Aspire to be WISE: Welcoming, Inspiring and Supportive of Everyone. Library Advisers form a key part of the frontline delivery of this vision in all the University's libraries, actively promoting and supporting the use of a wide range of high quality resources and services.

Library Advisers work confidently with a diverse mix of customers, including students, academic staff and members of the public, encouraging them to explore our services, identifying relevant print and digital resources, encouraging best practice and troubleshooting problems. For many of our customers they are the first point of contact and the range of knowledge and skills required is broad, encompassing both library and IT.

Our service is constantly developing to reflect the changing needs of the University and Library Advisers need to be able to learn quickly and embrace this dynamic environment. They often work without direct supervision, using their initiative within guidelines, and deputise for the Senior Library Adviser to ensure that services respond to changes in demand and continue to run efficiently.

	Main Responsibilities	% time per year
1.	To provide a comprehensive frontline help and enquiry service (physical and virtual) including welcome and orientation support for students at key times of the year • maintain and develop a good knowledge and understanding of library services (including basic IT services) and be able to answer a broad range of enquiries, by phone, online and face to face • maintain and develop a good knowledge of the relevant information resources (both print and digital) in certain subject areas • know how to access a wide range of different types of resources, provide guidance on usage and troubleshoot common problems • offer help and advice in a friendly and efficient way using good questioning skills to identify good solutions • understand and use the appropriate referral routes for more complex queries • actively promote and support the use of library resources and services, offering help appropriately • maintain and develop a good knowledge of the sources of self-help available for customers • maintain and develop a working knowledge of accessibility issues relevant to library buildings and services • work constructively within and across teams to deliver the best service possible, responding flexibly to changing service needs	60%
2.	To support the efficient running of library services including lending and self-service, equipment loans, inter-library loans, printing, copying, scanning, AV and IT equipment • Use the access management and security systems to ensure appropriate use of services and resources • Support the self-service machines and the issue, return and renewal of library materials on the library management system • Use the library management system accurately, efficiently and within LRLR and University guidelines • Work confidently with financial transactions and take payments by cash, cheque or cards. Check transactions on Agresso as necessary • Support and troubleshoot common problems with a wide range of equipment e.g. print/copy/scan devices, AV and IT equipment, specialist microform readers	
3.	To actively demonstrate a commitment to high quality service delivery • respond positively to customer feedback • actively communicate with customers and colleagues to ensure delivery of the best service possible • actively identify and promote best practice • contribute to the review of services, highlighting any discrepancies or improvements that might be made • maintain an awareness of library services as they develop	10%
4.	To deputise for the Senior Library Adviser when required so that services continue to run efficiently. To support the Senior Library Adviser by assisting in the training of new or existing staff.	10%
5.	To assist in the day-to-day management of library materials and equipment • Shelve and shelf tidy library items, including heavy books according to Library of Congress classification schemes	5%

	• Retrieve and process any requested items or new stock, ensuring that they are available in line with expected timelines • Carry out moves of library materials • Actively maintain a safe working environment, escalating issues where appropriate • Receive, check and distribute mail	
6.	To understand how the Library interacts with other University stakeholders e.g. Disability and Academic Support, Security, Estates, Finance, Nottingham Hospitality. To know who the key contacts are across the Library and the University, and know when and how to refer to them.	5%
7.	To ensure that library customers adhere to the regulations about behaviour in order to maintain an acceptable standard and a suitable learning environment in the library.	5%
8.	To pursue a programme of continuing personal development, including development of specialist skills and knowledge required for the role. Attendance outside the role holder's normal working hours may be required.	5%
	Any other duties appropriate to the role and level	

Knowledge, Skills, Qualifications & Experience

	Essential	Desirable
Qualifications/ Education	• Good standard of education evidenced by A-levels • GCSE Maths and English at grade C or above, or equivalent	• NVQ level 2-3 Information and Library Services or Customer Services
Skills/Training	• Evidence of a positive, flexible approach to delivering a consistently excellent service • Excellent verbal and written communication skills enabling you to work confidently and effectively with a wide range of customers • Good knowledge of using core IT systems (e.g. Microsoft Office applications, email, internet) to support your own work and to troubleshoot basic IT enquiries • Proven ability to work effectively and efficiently both when alone and as part of a team • Proven ability to work accurately and pay attention to detail • Evidence of an ongoing commitment to update your knowledge and gain new skills quickly	• Good knowledge of Aleph or a comparable library management system • Good knowledge of the types of information resources and services relevant to University libraries
Experience	• Proven ability to deliver a friendly, helpful service in a busy environment, dealing confidently with a variety of customer service demands	• Significant relevant library experience in a face to face role giving a good understanding of core services

	• Proven ability to work with customers to identify their needs and recommend solutions, including the skills to work with complex and/or unfamiliar language/vocabulary • Proven ability to proactively offer support and promote services to customers	• Experience of supporting students and academics using print and digital information resources • Experience of working with students in higher education • Experience of using a till and taking card payments • Experience of supporting high demand frontline equipment such as printers, scanners, copiers, AV equipment • Experience of supporting informal training of staff
Statutory/Legal		