Robert Gordon University
University Library
Library Assistant (Collections and Discovery)

Job Description

Job Title: Library Assistant (Collections and Discovery) Reports to: Collections and Discovery Librarian Responsible for: N/A Location: Sir Ian Wood Building, with regular travel to other campus buildings; occasional hybrid working	Working hours: 35h/week Working pattern: 0900-1700 Monday-Friday Grade/Salary: G3 Position type: Permanent, full time

Purpose of role

As part of the Library's Collections and Discovery team this role is fundamental to the effective acquisition and management of information resources and the operation of the reading list and digitisation services. You will provide excellent customer service and undertake a range of duties, including book ordering, creating, and updating reading lists, scanning items, processing resources, and updating online records, to ensure the library's collections are comprehensive, up-to-date, discoverable, and accessible. You will enable the effective delivery of Library Services by working flexibly to support the work of other Library teams at times of high demand.

Job Context

The university library is located at the heart of RGU's Garthdee campus in the iconic tower of the Sir Ian Wood Building. We provide a comprehensive range of services and resources to enhance learning, teaching and engagement activity across all university and wider communities. As the gateway to collections, we facilitate access to over 100,000 print book titles, more than 200,000 e-book titles and over 36,000 e-journals and other online serials such as newspapers and conference proceedings. We also steward the university's unique art and heritage collections and manage the institutional repository which showcases the innovative and globally recognised work created by RGU researchers.

The library is an active partner in the delivery of the university's refreshed strategy, championing inclusive and sustainable approaches to all areas of our work, contributing to a vibrant and welcoming campus environment, driving research and the development of a strong research culture and is central to the provision of an excellent student experience.

RGU library is comprised of five core teams: Academic & Customer Support, Art and Heritage, Collections & Discovery, Digital Systems, and Research Support, supported by an administrator. In addition, cross functional teams bring together staff with diverse skills and experience to progress a range of service improvement projects.

The Library's Collections and Discovery Team is responsible for ensuring that all members of the university community have access to the information resources they need to support their teaching,

learning and research. The team undertakes the acquisition of resources including databases, journals, books and eBooks through a variety of means including working with purchasing consortiums and supplier negotiations. We then manage those resources and, working closely with other Library teams, ensure they are accessible and discoverable. In addition, the team manages the online reading list and digitisation services for the Library, two core services that enable and support the Library's delivery of resources to our students.

Main Duties

Resource Acquisition and Management

- Identify, investigate, and order print books and eBooks from designated suppliers.
- Undertake tasks to ensure print and online resources are accessible and discoverable including receiving and physically processing print books and journals and activating eBooks.
- Assist with the creation and maintenance of resource records including, but not limited to, checking bibliographic data, reviewing holdings information, testing access, and working with catalogue records.
- Participate in activities related to the management of the physical collection such as shelving, shelf tidying, stock checking, relocation, and disposal.
- Develop excellent knowledge of the appropriate modules on the Library Management System and keep that knowledge up to date.

Reading Lists and Digitisation Service

- Create and update online reading lists as per requests from Academic and Library staff.
- Undertake regular checking to ensure reading list content is up-to-date, accurate and accessible.
- Liaise with Academic and Library staff regarding list content.
- Assist with the provision of the Digitisation Service including, but not limited to, identifying digitised readings, liaising with staff, and scanning items in house.
- Assist with promotion and education activities relating to the Reading List and Digitisation Service.

Enquiry Handling

- Participate in the enquiry answering duties of the team, dealing with queries received by email, phone, MS Teams, and in person.

General

- Contributes to the development, implementation and review of the workflows and policies of the Collections and Discovery team.
- Undertake manual handling duties in line with health and safety protocols.
- Keep up to date with continuing professional and technical developments in relevant areas.
- Maintain an understanding of appropriate policies and regulations including GDPR, copyright and health and safety.
- Work flexibly to support other Library teams as required.
- Undertake the role in line with the university's core values: Our Values | RGU.
- Undertake other duties in functions cognate to the responsibilities of the post.

This job description is not exhaustive, and the role holder may be required to support other Library teams by undertaking relevant duties commensurate with the grading of the post. Activities may be subject to amendment over time as the role develops and/or Library priorities and requirements evolve.

This role is eligible for hybrid working in line with the University's policy and guidance. Due to Library operational requirements, work from home will usually be limited to one day per week.

This table lists the essential and desirable requirements needed to carry out this role effectively.

- **Essential**: requirements without which a candidate could not undertake the full remit of the role. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the short-listing stage.
- **Desirable**: requirements which would enable a candidate to perform the job well. When short-listing, these criteria will be considered when multiple applicants meet the essential requirements.

Qualifications and Professional Memberships	Essential	Desirable
Minimum of 3 Scottish 'Highers' or equivalent qualification	☒	☐
Knowledge and Skills		
Excellent and demonstrable IT skills (including use of MS Word, Excel, Outlook and Teams) and ability to learn new systems	☒	☐
Organisational and time management skills	☒	☐
Ability to build and maintain good internal and external relationships	☒	☐
Excellent communication skills, both written and verbal	☒	☐
Capacity to be flexible and learn new skills in a changing environment	☒	☐
Knowledge of library resources and their use e.g. databases, journals etc.	☐	☒
Knowledge of library acquisitions processes	☐	☒
Knowledge of the operation of reading lists and digitisations in a HE library	☐	☒
Experience		
Experience of delivering high quality customer service	☒	☐
Experience of working in an environment that requires a high degree of accuracy	☒	☐
Experience of working in a team and independently	☒	☐
Experience of exercising initiative and problem solving	☒	☐
Experience of working in a higher education environment	☐	☒
Experience of working in a library, in particular an academic library	☐	☒
Experience of using a Library Management System	☐	☒