Robert Gordon University
University Library
Library Assistant (Customer Support)

Job Description

Job Title: Library Assistant (Customer Support) Reports to: Customer Support Librarian Responsible for: No supervisory responsibilities Location: Sir Ian Wood Building, with occasional work in other campus buildings	Working hours: 35h/week Working pattern: 0900-1700 Monday-Friday Grade/Salary: G3 Position type: Permanent, full-time

Purpose of role

Based at the Welcome Desk, this role will support the efficient operation of the University Library by providing excellent customer service, assisting with the organisation and maintenance of Library resources, and facilitating access to information for students, staff and external visitors. You will play an active role in responding to customer enquiries and contributing to a welcoming and inclusive environment. 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.

RGU Library Customer Support are part of the Academic & Customer Support team and are the front face of RGU Library services, providing a first point of contact for all students, staff and external visitors. The team play a crucial role in the provision of an excellent student experience, and this is recognised through positive comments in University surveys and in team nominations for student-

awarded RGU STAR awards. The team are responsible for responding to first-line enquiries, managing circulation and memberships, supporting users to access services, and maintaining the Library as a welcoming and inclusive environment.

Main Duties

Customer Support

- Contribute to a high-quality enquiry service, responding to queries received through a variety of different channels.
- Support Library users to locate and use both physical and electronic resources.
- Support Library users to access services on the Library website e.g. appointment and workshop bookings, study room bookings, referencing templates.
- Provide simple IT support as relevant to Library users (e.g. printing enquiries), referring to the IT Services Helpdesk where appropriate.
- Develop and maintain a good understanding of other University teams and services to facilitate effective signposting.

Administration

- Day-to-day operation of inter-library loans, reservation procedures, digitisations, and the postal loan service for distance learners.
- Day-to-day management of membership services including Alumni, Community and SCONUL.
- Develop and maintain an excellent working knowledge of the Library Management System to carry out circulation and administrative tasks.

Physical Library and collections

- Assist in maintaining the Library as a study environment, keeping the space tidy and ensuring appropriate student and visitor behaviour.
- Carry out tasks related to physical collection management including shelving, shelf tidying, stock disposal, collection relocation and book repair.
- Contribute to the provision of a safe and suitable environment, reporting defective equipment or potential hazards, maintaining an awareness of health and safety issues, and participating in emergency evacuation procedures.

User Engagement

- Provide group orientation tours and Library inductions.
- Contribute to engagement activities including stock displays, promotion of Library services, solicitation of user feedback and representing the Library at University events such as Freshers Fair and Open Days.

General

- 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

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.

Please note that this role is not suitable for remote or hybrid working.

Person specification

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		
Clear communication skills, both written and verbal	☒	☐
Strong customer focus	☒	☐
Ability to work alone and as part of a team	☒	☐
Capacity to be flexible and learn new skills in a changing environment	☒	☐
Organisational skills, including the ability to meet deadlines	☒	☐
Demonstrable IT skills (competent in use of MS Word, Excel and Outlook)	☒	☐
Knowledge of the types of information resources and services relevant to higher education libraries	☐	☒

Experience		
Experience of working in a team and independently	☒	☐
Experience of demonstrating initiative and resolving basic problems without direct supervision	☒	☐
Experience of working in an environment requiring a high degree of accuracy	☒	☐
Experience of dealing with enquiries using different channels e.g. phone, email, in-person	☒	☐
Experience of working in a customer care setting	☒	☐
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	☐	☒