



JOB DESCRIPTION

Job Title:	Information Assistant (Acquisitions and Content Delivery)
Department / Unit:	Library Services
Grade:	4
Accountable to:	Book Acquisitions Coordinator OR Journals and Databases Coordinator
Responsible for:	Head of Acquisitions and Content Delivery Book Acquisitions Coordinator Journals and Databases Coordinator Senior Information Assistant (Document Delivery)
Purpose of the Post	
<p>To contribute to the effective and efficient provision of acquisitions and content delivery services, according to agreed procedures and service levels. Based in the Acquisitions and Content Delivery team, the post holder will be assigned to these areas of work as required and to other areas of work as required by service developments in line with Library strategic priorities:</p> <ul style="list-style-type: none"> • eresources administration support; • acquisition of printed books, journals and other physical material; • digital copies for teaching service and accessible copies service; • resource sharing (Inter Library Loans) and document supply; • administration of local digital collections. <p>Detailed activities and standards required from the post holder are documented in the Acquisitions and Content Delivery procedures manual and service level agreement. The post holder will work to these standards to ensure a consistent, customer-focused and timely delivery of service.</p> <p>The post holder will also provide assistance to the Archives Service by invigilating in the Archives Reading Room at agreed times.</p>	
Key Tasks	
<p><u>Acquisitions and electronic resources</u></p> <ol style="list-style-type: none"> 1. Contribute to the successful and seamless delivery of electronic resources to library users by providing administrative support, using relevant library systems and records. Activities include support for licensing, invoicing and discovery of eresources. 2. Contribute to the timely acquisition and delivery to library users of printed books, journals and other physical materials, working with the Library Management System and 	

other systems and applications. Activities include ordering and receiving from a range of suppliers, processing of new material, handling order queries, cancellations and replacement orders, liaising with Liaison Team, liaising with library suppliers, receipting of printed journals.

Digital collections and inter-library loans

3. Contribute to the effective and timely delivery of digital copies for teaching and accessible copies for individual students with disability and dyslexia, working within relevant copyright and licensing conditions. Activities include checking permissions, liaising with external suppliers to obtain copies, some in house scanning, liaising with course leaders and with individual students with print disabilities, record keeping.
4. Contribute to the resource sharing (Inter Library Loans) and document supply service to Royal Holloway library users and to the supply of Library materials to other libraries, working within relevant copyright and licensing conditions. Activities include fulfilling borrowing requests for books and articles, and lending requests for items from our collections, liaising with the British Library and other library partners, handling queries from library users and other libraries, record keeping.
5. Provide administrative support for local digital collections including digital exam papers, Royal Holloway digital theses and other digital offline collections and resources, working to agreed procedures and service levels. Activities include loading exam papers and digital theses to relevant digital asset management systems and creating basic metadata records.

General

6. Undertake invigilation support in the Archives Reading Room, under the direction of the Archivist, and in agreement with the Head of Acquisitions and Content Delivery.
7. Develop and maintain relevant knowledge and skills for the role, including acquisitions, eresources administration, digital copies, document supply, copyright and licensing (at a basic level), and the equipment and systems required for the role. Keep skills up to date through independent self-guided learning, attendance at training, and sharing knowledge.
8. Monitor and report frequently on activities and provide relevant basic management information.
9. Maintain a flexible and positive outlook, working as a team member in a multi-functional team, and responsible to multiple colleagues for different areas of work.
10. Participate in development projects as part of a team of Library staff seeking to meet the Library's strategic aims and goals.
11. Any other duties as required by the Head of Department that are commensurate with the grade.

Note: The Library is moving into a new Library and Student Services Centre in Summer 2017. Evaluation of operation of services in the new building will take place during 2018 and may

lead to some adjustments to job roles and descriptions.

Other Duties

The duties listed are not exhaustive and may be varied from time to time as dictated by the changing needs of the College. The post holder will be expected to undertake other duties as appropriate and as requested by his/her manager.

The post holder may be required to work at any of the locations at which the business of Royal Holloway is conducted.