Department: Library
Post Title: Senior Information Assistant (Academic Liaison)
Grade: RHUL grade 5
Reports to: An Information Consultant

1. Main purpose of job

Assist the Liaison team in the delivery of a range of support services, training and collection management activities to support the teaching, learning and research of the College.

2. Main Duties and Responsibilities

Communication
- To stand in for the Information Consultants and attend staff student committees relating to Library matters.

Information resource management:
- To support the Information Consultants to ensure that the Library's collections meet the needs of the academic departments and that stock in general is up-to-date and reflects current academic priorities.
- To input reading lists into the reading list software under the direction of the Information Consultants.
- To identify and obtain reading list material using the online reading list software.
- To provide regular reports from the Reading List System, including statistics.
- To order books and audio visual material as per requests sent to Information Consultants from departments and through the student request process.
- To monitor and ensure throughput of orders especially from the Reading List System.

Information skills:
- To design, develop and deliver generic information skills programmes for undergraduate and postgraduate students and staff, including seminars, lectures and workshops, with particular emphasis on the use of electronic sources of information;
- To update subject guides to information sources, instructions for use of electronic resources and promotional materials for print and electronic distribution;
- To support the Information Consultants in delivering subject specific training.
Information services:

- To provide enquiry services to Library users, by using enquiries systems, providing subject-specific support, as well as general information services.
- To monitor and triage the library in-boxes through Footprints
- Work with other professional service departments to deliver a unified enquiry service.

Webpages and Online presence

- To support the maintenance of relevant Library Services web pages and online material, including updating and adding material.
- To provide support for the statistical analysis of usage of the College’s Reading List System, Libguides, Footprints and other areas as required.
- To contribute to the Library’s blog, subject guides and other platforms as required.

Supervision

- To act as supervisor to members of project teams when appropriate to include setting objectives, allocating tasks and agreeing priorities; to coordinate help required, liaising with relevant colleagues, identifying and meeting training needs; and providing day-to-day guidance and instruction.

Helpdesk

*The expectation with this role is it will do limited desk sessions a week including covering for the customer services team when they are in their team meeting and be called upon for emergency cover if needed.*

To contribute to the delivery of Help Desk services dealing with service users face-to-face, by telephone or by email.

This will include:

- Assisting customers using equipment such as self-service kiosks, photocopiers and printers and in finding information and resources through use of the catalogue and electronic resources.

- Carrying out lending duties including dealing with circulation enquiries, cash handling (fines transactions etc.) and processing of reservations

General

- Contribute to policy and planning activities in the Liaison Team and for the Library as a whole, including participation in projects designed to review, improve or develop resources and services; to represent the Team at meetings, on task forces and in special interest groups within the Library.

- Keep abreast of trends and developments in higher education and library/information services by scanning literature, establishing external contacts
and attending professional meetings, with particular reference to developments in
scholarly communication, and information provision in relevant disciplines.

- The post-holder would be expected to undertake continuous professional
development including the College's INSTIL programme.
- To process and document donations to library stock
- Shelving, shelf tidying and relocation of stock and light equipment moves if
  required.
- Work with the Academic Liaison and Customer Services teams on designing and
carrying out User Experience (UX) activities.
- Any other duties as required by the Head of Academic Liaison or Director of Library
  Services.

September 2017