### JOB DESCRIPTION

<table>
<thead>
<tr>
<th>Job Title:</th>
<th>Evening Library Assistant</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department / Unit:</td>
<td>Library</td>
</tr>
<tr>
<td>Job type</td>
<td>Professional Services</td>
</tr>
<tr>
<td>Grade:</td>
<td>2</td>
</tr>
<tr>
<td>Accountable to:</td>
<td>Library Customer Care Co-ordinator</td>
</tr>
<tr>
<td>Accountable for:</td>
<td>N/A</td>
</tr>
</tbody>
</table>

#### Purpose of the Post
The post holder will assist in the delivery of a front line service, stock management and enquiry service to the highest customer service standard.

#### Key Tasks

**Duties and responsibilities:**

1. Participating in the work of the helpdesk team. This includes the use of the Library Management System, Self Service equipment, IT queries and Pharos software.

2. Ability to answer a variety of user enquiries and providing information to the customer according to Library standards.

3. Carry out a wide range of routine tasks to support customer services, stock management activities. This includes shelving, shelf tidying, shelf discipline, stock relocation and floor walking to required service standards.

4. Emptying and processing material returned via the Self Service returns machine.

5. Assisting customers using the Self Service kiosks, Laptop cabinets, Multi-Functional Devices (photocopiers and printers) and binding equipment. This includes equipment troubleshooting, refilling consumables and escalating queries to the supervisor appropriately.

6. Participation in enforcing appropriate student behaviour according to zoned study areas and carrying out regular noise patrols and headcounts.

7. Encourage and respond positively to customer feedback in person, through the
enquiry management system, Footprints and social media at the supervisor’s
direction.

8. Proactively engage and interact with customers, being visible and accessible
throughout the building.

9. Encourage and respond positively to customer feedback in person.

10. Work flexibly as part of a team and support other team members to achieve
team goals.

11. Promote and market our services and signpost to other services as appropriate.

12. Assisting with project work, including stock weeds and supporting the Library
Customer Care (Collections) Co-ordinator with the Teaching collection provision
as required.

### Facilities Management

1. Participation in the maintenance of the Library environment including regular
tidying, removal of litter from the tables and relocation of chairs and informing
supervisor of building and equipment issues.

### Service wide responsibilities

1. Assisting with development and project work, as appropriate.

2. Willingness to offer cover during staff absences where possible.

3. Such other duties as the Librarian may reasonably require.

The Library Service will be open 24/7, 350 days a year, with the exception of the
College’s published Christmas closure period. The front line service delivery will operate
throughout the opening hours from 09.00am until 09.00pm 7 days a week. External
Security Staff will cover the overnight shift 9pm to 9am.

### 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.
<table>
<thead>
<tr>
<th>Internal and external relationships</th>
</tr>
</thead>
<tbody>
<tr>
<td>The following list is not exhaustive but the post holder will be required to liaise with:</td>
</tr>
</tbody>
</table>