



## JOB DESCRIPTION

<b>Job Title:</b>	Library Assistant
<b>Department / Unit:</b>	Library
<b>Job type</b>	Professional Services
<b>Grade:</b>	RHUL 2
<b>Accountable to:</b>	Customer Care (Extended Hours) Coordinator
<b>Accountable for:</b>	N/A
<b>Purpose of the Post</b>	
The post holder will assist in the delivery of a front line service, stock management and enquiry service to the highest customer service standard.	
<b>Key Tasks</b>	
<p><b>Duties and responsibilities:</b></p> <ol style="list-style-type: none"> <li>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.</li> <li>2. Ability to answer a variety of user enquires and providing information to the customer according to Library standards.</li> <li>3. Carry out a wide range of routine tasks to support customer services and stock management activities. This includes shelving, shelf tidying, shelf discipline, stock relocation and floor walking to required service standards.</li> <li>4. Processing material returned via the Self Service returns machine.</li> <li>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.</li> <li>6. Participation in enforcing appropriate student behaviour according to zoned study areas and carrying out regular noise patrols and headcounts.</li> <li>7. Encourage and respond positively to customer feedback in person, through the enquiry management system, Footprints and social media at the supervisor's direction.</li> </ol>	

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 stock moves.

#### **Facilities Management**

1. Participation in the maintenance of the Library environment including regular tidying, 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 Head of Customer Services may reasonably require.

#### **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.