



JOB DESCRIPTION

Job Title:	Information Assistant (Acquisitions and Content Delivery)
Department / Unit:	Library Services
Job type	Full time, Permanent
Grade:	4
Accountable to:	Book Acquisitions Coordinator Administration Manager Senior Information Assistant – Document Delivery and E-resources
Accountable for:	
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 (0.6 FTE). 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"> • acquisition of electronic and printed books, journals and other library content • digital copies for teaching and accessible copies service • resource sharing (Inter Library Loans) and document supply service • E-resources administration support. <p>The post will also participate in the administration of Library finances (0.4 FTE) under the supervision of the Library Administration Manager. This is intended as a temporary arrangement pending Student and Academic Services planning outcomes.</p>	
Key Tasks	
<p><u>Acquisitions and Content Delivery</u></p> <ol style="list-style-type: none"> 1. Contribute to the timely acquisition and delivery to library users of printed books, journals and other physical materials, working with the library management system, reading list system, and other systems and applications. Activities include ordering and receiving from a range of suppliers, processing of new material, handling order queries, cancellations, replacement orders and invoices, liaising with library colleagues, liaising with library suppliers, receipting of printed journals. 	

2. Contribute to the successful and seamless delivery of electronic resources (primarily e-books) to library users working with the Library Management System, Reading List System, and other systems and applications. Activities include ordering and receiving from a range of suppliers, handling order queries, cancellations and invoices, liaising with library colleagues, liaising with library suppliers, and ensuring that e-resources are discoverable and accessible via library discovery systems (LibrarySearch and Aspire reading list system).
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.

Library Administration

5. Contribute to the administration of the departmental finances and be familiar with all departmental finance system (Agresso) processes including:
 - Procurement (setting up suppliers and customers, raising requisitions, goods receipts, and coding invoices)
 - Raising sales invoices
 - Processing and approving journals
 - Assisting with Year End processes
 - Checking and advising on expenses submitted through Agresso
 - Monitoring and advising on Library and Culture Team budgets
 - Reconciliation of monthly finance reports
 - Dealing with all finance queries within the department, college and external customers and suppliers
 - Providing full finance support to all Library staff
 - Supporting training and induction of new Library staff in the use of college financial systems
 - Support the Director of Library, Learning and Culture and Library Administration Manager on the management of departmental financial processes, and participate in administrative improvements through monthly Finance Meeting.
6. Ordering office stationery and equipment when needed.

General

7. Participate in day-to-day activities regarding the library premises, including logging maintenance requests via the FM Portal.

8. Provide occasional assistance to the Archives Service by invigilating in the Archives Reading Room at agreed times.
9. Participate in Library-wide initiatives, including staff working groups and activities where appropriate.
10. Support fire evacuation procedures and train as a fire marshal if appropriate.
11. Any other duties as required by the line manager or Director of Library, Learning and Culture that are commensurate with the grade.

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 line manager.

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

Internal and external relationships

The following list is not exhaustive, but the post holder will be required to liaise with:

Internal:

Acquisitions and Content Delivery Team

Metadata and Discovery Team

Academic Liaison Team

Customer Services Team

Culture Team

Finance Department and Payments Team (for financial administration duties)

Royal Holloway students and staff

External:

Library suppliers

PERSON SPECIFICATION

Details on the qualifications, experience, skills, knowledge and abilities that are needed to fulfil this role are set out below.

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	Essential	Desirable	Tested by Application Form/Interview/Test
Knowledge, Education, Qualifications and Training			
Educated to GCE 'A' Level or equivalent qualifications		Yes	Application form
Skills and Abilities			
Excellent standard of numeracy	Yes		Application / Test
Excellent verbal and written communication skills	Yes		Interview
Excellent organizational, planning and problem solving skills to ensure activities are completed within required timescales to required standards, reprioritizing as required	Yes		Interview
Excellent administrative skills with excellent attention to detail	Yes		Application / Test
High degree of proficiency with standard IT skills and web applications	Yes		Application / Interview
Flexible and proactive attitude, self-motivated, needing minimal supervision	Yes		Application / Interview
Ability to work in teams to deliver common goals	Yes		Application
Ability to build and maintain effective working relationships with staff and students at all levels within the University and with external stakeholders	Yes		Interview
Committed to personal development and willing and able to develop new skills	Yes		Interview
Experience			
Relevant work experience in a Library or information service		Yes	Application / Interview
Relevant work experience in financial administration		Yes	Application / Interview