



JOB DESCRIPTION

Job Title:	Library Assistant
Department / Unit:	Library
Job type	Casual
Grade:	2
Accountable to:	Senior Information Assistant
Accountable for:	N/A
Purpose of the Post	
The post holder will assist in the delivery of a stock management and a digital enquiry service to the highest customer service standard.	
Key Tasks	
<p>Duties and responsibilities:</p> <ol style="list-style-type: none"> 1. Participating in the work of the Customer Service team. This includes the use of the Library Management System, Enquiry Management System, Self Service equipment and Live Chat service. 2. Ability to answer a variety of user enquires (online and in person) and providing information to the customer according to Library standards. 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. 4. Daily routine processing of materials, including returned materials, exceptions and pick lists. 5. Assisting users in using the Self Service kiosks, Laptop cabinets and Multi-Functional Devices (photocopiers and printers). This includes equipment troubleshooting, refilling consumables and escalating queries to the supervisor appropriately. 6. Work flexibly as part of a team and support other team members to achieve 	

team goals.

7. Promote and market our services and signpost to other services as appropriate.
8. Assist 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.