



## Library Services

### The College

Royal Holloway is one of the UK's top research-intensive university institutions and is acknowledged worldwide for its research and excellent record in teaching quality across three faculties: Arts, Science, and History and Social Sciences.

Royal Holloway is one of the four largest multi-faculty colleges in the University of London and has a vibrant community of approximately 8,000 students from over 130 countries. There are 18 academic departments and almost 1,400 staff, including 534 academic teaching staff.

The College occupies a large attractive campus at Egham, Surrey, situated in the green belt near Runnymede and Windsor Great Park, with good communications to and from London. Egham is 35 minutes by train from Waterloo, and the College is one mile from the M25 and 15 minutes' drive from Heathrow Airport.

Royal Holloway prides itself in its friendly, supportive environment.

For further information about the College see [www.rhul.ac.uk](http://www.rhul.ac.uk)

### Libraries

The Library is on two sites within easy walking distance of each other. The Founder's Library (Languages, Literatures, Cinema, Theatre and Fine Arts) is located within the magnificent Founder's Building, modelled on the Chateau de Chambord and opened by Queen Victoria in 1886. The Archives service and collections are also in this building and provide access to unique papers and materials relating to the history and development of the College.

The Bedford Library, opened in 1993, houses resources for science, social sciences and history as well as [tlc@bedford](mailto:tlc@bedford), an IT-rich social learning space launched in 2008. (For a film of the space in action see: [www.rhul.ac.uk/information-services/TLC](http://www.rhul.ac.uk/information-services/TLC)).

The Library's book collections extend to some 600,000 volumes. There are subscriptions to more than 17,000 e-journals; more than 800,000 items are loaned each year and there is an annual footfall of about 700,000. There is increasing provision of electronic resources: e-journals, databases, datasets, e-books, all of which are accessible remotely 24 hours a day, seven days a week.

The Library continues to improve the service it offers. It is open 7 days a week, supporting a full library service. In Founders Library from 08:00 to 01:00 on weekdays (Monday – Thursday) during term-time. They are also open across the weekend offering a helpdesk service 11:00-19:00 and Self-Service 08:30-11:00 and 19:00-21:00. The Bedford Library is open 24/7 (excluding the Christmas vacation). Royal Holloway students and staff are significant users of the Senate House Library in central London (see [www.ucl.ac.uk](http://www.ucl.ac.uk)). This major research library has strengths in arts, humanities and

social sciences and subscribes to many electronic resources which are also available remotely to Royal Holloway students and staff.

### **Staffing and Structure**

There are 40 full time equivalent Library and Archives staff. The Management Team comprises the Director of Library Services John Tuck and Associate Directors Matthew Brooke and Amy Warner. There is a team of Information Consultants supported by liaison and customer focused support staff. Full details of staffing can be found at <http://www.rhul.ac.uk/library/aboutus/whoswho.aspx>

The Library works closely with Royal Holloway's IT Department. The Director of Library Services and the Director of IT Services both report to Royal Holloway's Registrar and Director of Operations Simon Higman.

The Library is an active member of the M25 Consortium of Academic Libraries and the 1994 Group. It is also a member of LIBER.

### **Systems and Innovation**

The core management and information system is *Alma* The *Alma* web OPAC (<http://library.rhul.ac.uk>) is fully networked and is accessible in public areas of the libraries, open access PC Labs and staff desktops in the College, as well as from users' homes.

You can search across all our electronic resources simultaneously using Library Search: <https://librarysearch.rhul.ac.uk/>. Individual databases can also be accessed via our E-resources wiki: [http://eresources.rhul.ac.uk/kb/Main\\_Page](http://eresources.rhul.ac.uk/kb/Main_Page).

RFID self-service technology has been implemented in both the Bedford and Founder's Libraries.

The Library plays a significant role in the development of the College's open access repository of Royal Holloway Research (Royal Holloway Research Online (<http://eprints.rhul.ac.uk>))

The College is committed to 'e-learning', combining the best of traditional teaching methods with high quality electronic resources and services. The Library works closely with the Academic Development Services to deliver content through Moodle.

### **Strategy/Priorities**

The Library services and strategy reflect the College's corporate strategy (see [www.rhul.ac.uk/strategy-unit/Strategy%20p1.html](http://www.rhul.ac.uk/strategy-unit/Strategy%20p1.html)). Strategic priorities for the Library can be summarised as contributing significantly to the student experience through responsiveness to student and researcher needs and investment in six key areas: information provision; service; technology and information infrastructure; space; compliance and best practice; partnership; and outreach and knowledge transfer.

### **The Post**

Library Assistants are required to carry out a variety of general duties within the College Campus Libraries and these duties may vary, but in respect of this post will concentrate on the following core library activities, which aim to provide an efficient, customer-focused service for our users:

- (a) The help desk, which operates in a computerised environment, enables the loan/return of library stock to registered users, the answering of basic questions (including IT) and the use of a bank of photocopiers;
- (b) The (re)shelving/location and tidying of library materials.

Additionally, any other duties as may be reasonably expected of a library assistant to meet the strategic aims of the library service.

Library Assistants are responsible to the Weekend Supervisor (Customer Services) who will provide training in the duties of the post, alongside the Weekend Deputy Supervisors.

The duties of the post are described in the attached job description.

### **The Persons**

The successful applicants will have a good educational background, up to A-level or equivalent.

We are seeking to appoint enthusiastic, flexible persons with good communication skills and the ability to interact successfully with a wide variety of people, work as a member of a team and, when under pressure, in a calm and efficient manner. It is expected that the post holder will be adaptable and embrace change as new services and new ways of working are introduced.

Some knowledge of library automated systems would be an advantage but are not essential. Numeracy is essential. IT skills are essential although full training will be provided where IT related duties are required.

The post holder must be capable of carrying out their duties in a busy environment. Applicants should note that the work involves a range of duties of a physical nature and applicants should be confident that they can carry out the tasks associated with the role.

Experience of working in a Customer Service environment e.g. retail or hospitality is essential.

Posts are based at Bedford and Founder's Libraries. However, according to the requirements of the Library Service you may be required to undertake duties in another section of the Library.

The person specification, job description and any other relevant information for the posts can be found on the HR website.

### **The Appointments**

Salary is hourly paid at £9.06 per hour on the Grade 2 Salary Scale (£16534 – £17644) pro rata per annum inclusive of London Allowance)

Salary is paid monthly directly into a bank or building society account on completion of a weekly timesheet via MyView, the online employee self-service.

The contract is fixed term, 5<sup>th</sup> February 2016 – 18<sup>th</sup> September 2016. These dates include induction and training and the possibility of some Saturday work over the summer vacation 2016 which is on a voluntary basis.

Staff will be required to work over the Easter vacation and Bank Holiday weekends in May, however Good Friday, Easter Monday and Bank Holiday Mondays, are on a voluntary basis. The Libraries will be closed on Bank Holiday Monday in August 2016.

The successful candidates will be required to attend induction and training on Friday 5<sup>th</sup> February 2016

The post holder will be required to work alternate weekends in a rota with other Weekend Library Assistants, one week on, one week off. Assistants are expected to arrange cover for each other when necessary to ensure continuity of the Library service. The hours of work on each working weekend are as follows. All applicants must be able to work this amount of hours each week on duty.

### **Weekend Library Assistant (evening)**

- Saturday 08:15 – 16:45 half-hour unpaid lunch break
- Sunday 08:15 – 16:45 half-hour unpaid lunch break

The hours of work on each working weekend total 16.00 hours.

Due to the nature of the hours applicants must be within a commutable distance.

This appointment is subject to a 6 month probationary period.

### **General**

Staff have full use of the Library staff room facilities.

### **Smoking Policy**

In an effort to provide a healthy and comfortable working environment smoking is prohibited in the libraries. Full details of the Smoking Policy are available from the Safety Officer.

This post is based in Egham, Surrey, where the College is situated in a beautiful, leafy campus near to Windsor Great Park and within commuting distance from London.

To view further details of this post and to apply please visit <https://jobs.royalholloway.ac.uk>. The Human Resources Department can be contacted with queries by email at: [recruitment@rhul.ac.uk](mailto:recruitment@rhul.ac.uk).

Please quote the reference: **1215-384**

Closing Date: **Midnight Thursday, 14<sup>th</sup> January 2016**

Interview Date: **Friday 22nd January 2016**

*The College is committed to equality and diversity, and encourages applications from all sections of the community.*

