Goldsmiths
UNIVERSITY OF LONDON

Library Assistant

Department:	Library
Grade/ Salary:	Grade 4, £31,720 - £34,925
Contract Type:	Fixed term 12 months
Hours:	35 hours per week, (Full time)
Location:	New Cross, London

Goldsmiths

Goldsmiths, University of London is a world-leading centre of educational excellence where ground-breaking research meets innovative teaching and thinking. We're looking for inspiring and talented people to help build on our global reputation while also growing personally in a true learning organisation.

As a college we are working to tackle inequality in all its forms and are working to promote equality on grounds of race, disability, age, sex, gender identity, sexual orientation, religion and belief, marriage and civil partnership, pregnancy and maternity, and caring responsibilities. We are keen to attract candidates from diverse backgrounds who share our commitment to creating an inclusive culture in which all students and staff can thrive.

Information for candidates with disabilities can be found on our Disability & Individual needs page. We are happy to supply information in alternative formats for disabled applicants. Please contact hr-recruitment@gold.ac.uk to make your request.

Athena SWAN Bronze Award
GENDER CHARTER
disability confident EMPLOYER
Stonewall LGBTQ+ INCLUSIVE EMPLOYER SILVER AWARD 2023

Department of Library

Our Library at Goldsmiths is at the heart of academic life and the student experience on campus. We have a strong culture of delivering reliable, high quality services, resources and support to all our schools and visitors and we are passionate about continually innovating, developing and improving our offer.

Job description

Reporting to: **Library Supervisor**
Reports: none

Note:
This role is campus-based and not suitable for remote working

Summary:
The Library Assistant role is key to student and staff experience of Library services at Goldsmiths, delivering an exemplary service to Library customers.

This role is the first point of contact for first-tier enquiries and support, ensuring our physical and online spaces operate smoothly. This role has primary responsibility for staffing Library service points on a rota basis to maintain staffed opening hours.

This role is based in the Library Experience team and works across the Library service with support and supervision of Library Supervisors, Senior Library Assistants and specialist staff to carry out a range of processes including collection and stock management, circulation, space management, interlending, data entry, administration, enquiries and Library membership.

Main duties:

- Deliver excellent customer experience from welcoming customers and visitors, day-to-day interactions, and enthusiastically promoting the Library's full range of services.

- Handle and resolve first-tier enquiries relating to Library services, providing an excellent customer experience and signposting / referring to other Goldsmiths services as appropriate to meet students' needs.
- Support, advise and train customers to use all online and physical day-to-day systems, services, facilities and equipment, enabling their full use of Library facilities.
- Carry out all processes within the collection, journals and stock management lifecycle, including: copy cataloguing, cataloguing, processing and preparing new items, circulation, shelving and shelf-tidying, repairing items and weeding and deaccessioning stock.
- Support and administer processes cross-team, based on service needs throughout the academic year covering a range of activities including: ordering stock, creating and updating reading lists and scanning resources, fulfilling inter-library loan requests, data entry, Library membership and access processes.
- Maintain the library as a pleasant and welcoming environment via ownership of the library space, including: reporting maintenance jobs, managing customer behaviour and noise levels, and maintaining tidy study spaces.
- Enter and maintain accurate records and databases and generate basic reports using internal data systems as needed.
- Participate in a rota to cover a variety of service points and tasks, working as part of the team with primary responsibility to maintain staffed opening hours as required, without supervision.
- Monitor and process charges incurred by library users, following library procedures and in compliance with Goldsmiths financial regulations.
- With direction, support projects across the Library service in a range of areas.
- Using initiative, actively suggest areas of improvement and practical solutions within our processes and procedures which improve the effectiveness and efficiency of Library services.
- With direction, contribute to student engagement, civic engagement, outreach and communications activities such as events and exhibitions, social media content creation, user experience (UX) work and book displays
- Maintaining good relationships with internal and external stakeholders and suppliers relevant to your area of work, including liaison with stakeholders to resolve issues
- Ensure the achievement of all targets, metrics, and deadlines set, maintaining consistent progress and addressing any issues that arise to meet performance expectations.

- Any other duties as may reasonably be required by the post-holder's line manager or service managers.
- Ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity
- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy

Generic Duties:

- To promote the activity of Library Services by working across professional service departments, academic departments, the Students' Union, and external stakeholders.
- To participate in a rota to cover a variety of service points and tasks across the full range of staffed library opening hours.
- To contribute to teamwork to ensure business continuity within the team following the failure of, or damage to, vital services or facilities.
- To contribute to an enhanced student experience by supporting student engagement including attendance at events, supporting engagement initiatives (including Open Days, Applicant Visit Days, Welcome Week, Graduation Ceremonies, and relevant Corporate Events). These may include evenings and/or weekends.
- Maintain a high level of professional awareness of best practice and innovation both within the LIS sector and more broadly, and engage in internal and external CPD activities, professional networks and organisations in order to raise the profile of Goldsmiths and to share best practice across the sector.
- To understand the principles of accessibility and equity, diversity and inclusion (EDI) and proactively apply these to your area of expertise.
- To understand the principle and ambitions of the Liberate our Library programme and work actively to develop and embed anti-racism in your area of expertise.
- To ensure that Critical Information Literacy is understood and reflected in all interactions with students and staff, as the Library's default practice.
- To engage with data, statistics and feedback to enable data drives decision making across library services.
- To ensure that you are aware of and aligned with Goldsmiths' Regulations, Strategy, and Objectives to work together to proactively advance Equality and Diversity.

- At all times to help maintain a safe working environment by participating in training as necessary and following the Goldsmiths' Health and Safety Codes of Practice and Policy.
- At all times to comply with relevant data protection legislation, and university and Library procedures and policies.

Person Specification

Detailed below are the types of qualifications, experience, skills, and knowledge which are required of the post holder. Selection will be made upon evidence of best fit with these criteria.
The Essential criteria sections show the minimum essential requirements for the post, therefore if you cannot demonstrate in your application, you meet the essential criteria categorised below, you will not be invited to interview.

The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training.

The Category column indicates the method of assessment:

A = Application form **C = Certificate**
I = Interview **R = Reference**
T = Test **P = Presentation**

	Category
Essential Criteria 1 - Qualifications	
Educated to degree level, or equivalent experience	**A, C**
Desirable Criteria 1 - Qualifications	
AdvanceHE Fellowship in any category, or willingness to attain Associate Fellowship (AFHEA) within three years	**A, C**
Essential Criteria 2 - Experience	
Experience of working in a customer service environment	**A, I**

Experience of managing challenging customer behaviours confidently, assertively and professionally	**A, I**
Experience of carrying out a range of administrative tasks including physical administration such as labelling or shelving, and digital administration across different technology platforms; or equivalent activities	**A, I**
Experience supporting and delivering activities such as library inductions, events and workshops, or supporting equivalent engagement activities	**A, I**
Experience of supporting customers to use systems and services	**A, I**
Experience of working as part of a team	**A, I**
Desirable Criteria 2 – Experience	
Experience of working in a library	**A, I**
Essential Criteria 3 – Knowledge	
Knowledge of how an academic library operates, including services, content and user needs	**A, I**
Knowledge of varying user needs within a higher education environment, such as students, researchers, community users	**A, I**
Knowledge of current and emerging technology relevant to the role	**A, I**
Knowledge of equity, diversity and inclusion principles relevant to the role	**A, I**
Desirable Criteria 3 – Knowledge	
Knowledge of library infrastructure, such as library management systems and classification schemes	**A, I**
Essential Criteria 4 - Skills	
Strong communication skills and interpersonal skills, including the ability to convey complex information clearly and concisely	**A, I**
Confidence navigating digital and information technologies, with the ability to learn quickly new platforms and services	**A, I**
Confidence to deal with and resolve a breadth of enquiries across different aspects of library services, working independently without supervision to find appropriate solutions to meet users' requirements	**A, I**
Ability to be organised and comfortable working within established procedures, but able to show initiative and contribute to continuous improvement and process refinement	**A, I**

Ability to respond positively and flexibly, adapting to changing service requirements and focusing on different tasks throughout the academic year to prioritise customer needs	**A, I**
Ability to file alphabetically and numerically, and work with numbers accurately with a high level of attention to detail	**A, T**
Ability to act collegially, working as a team member to deliver service objectives	**A, I**
Ability to prioritise and manage workload in support of delivery of wider Library strategic objectives and aims	**A, I**
Essentia Criteria 5 - Additional Attributes	
Commitment to the delivery of exemplary service and a high level of user satisfaction	**A, I**
Commitment to own continuing professional development	**A, I**
Ability to work in a physically demanding role involving opening boxes, lifting, carrying, stretching, bending, pushing loaded trolleys, shelving books to a height of two metres using a kick stool or stepladder and being on your feet for the majority of your working hours	**A, I**

Please also note that where qualifications are required, employment is conditional on the verification of them. Qualifications (must be original documents) will be checked on or before the first day of appointment.

November 26

Summary of Benefits

If you choose to work with us, you'll become part of a learning organisation that is committed to professional and personal development, with comprehensive and innovative staff development and wellbeing programmes.

You'll also have access to frequent lunchtime and evening talks, seminars and performances, and annual performance and development reviews.

Our other benefits include:

- Competitive salary
- Working in Zone 2, with fantastic transport links and interest free travel to work loans
- Excellent annual leave entitlement plus additional closure days at Christmas and Easter
- 3 days of volunteering leave per annum, plus parental and study leave allowance.
- Maternity, paternity, shared parental leave and adoption leave and pay
- Membership of USS or LPFA pension scheme, dependent upon grade
- Contractual sick pay provision
- Access to an Employee Assistance Programme, offering 24/7/365 confidential and free advice, support, and information service on a range of personal, family, or work-related matters.
- Free eye tests
- Cycle to work scheme
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site dining facilities
- Access to University of London facilities such as Senate House Library
- Membership of Staff Diversity Networks: (Dis)Ability, Goldsmiths Race Equality Group, LGBTQ+, Menopause, Parents and Carers, Women at Goldsmiths. (Staff are also encouraged to join networks as Allies should they wish to do so rather than as members)

Further information

For more information about Goldsmiths, please visit: www.gold.ac.uk/about

Thank you for your interest in working with us, we wish you all the best with your application.