

## Library Assistant (Digital Assets)

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| <b>Job Reference:</b> |  |
| <b>Department:</b>    | Student Experience Directorate (Library) |
| <b>Grade/ Salary:</b> | Grade 4; £27,687 - £30,629               |
| <b>Contract Type:</b> | Fixed-term until 25 September 2022       |
| <b>Hours:</b>         | 35                                       |
| <b>Location:</b>      | New Cross, London                        |

Closing date for applications: **19 December 2021**

Interviews: **w/c 10 January 2022**

### Goldsmiths

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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.

We are happy to supply information in alternative formats for disabled applicants.

Please contact [hr@gold.ac.uk](mailto:hr@gold.ac.uk) to make your request.



Passionate about advancing equality  
and celebrating diversity.  
Together, we are different



Together  
we are different

## Student Experience Directorate

### Goldsmiths

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Goldsmiths, University of London, is proud of its reputation for innovative and challenging thinking across its wide range of disciplines. One of its major strengths is its interdisciplinary ethos - the way in which departments, centres and units interrelate to offer new perspectives and insights.

Goldsmiths aims to be a true 'Learning Organisation'. Staff are encouraged to be ambitious, committed to the learning and development of themselves and others, keen to work across conventional boundaries, and driven by the desire to play their part in the delivery of an excellent student and staff experience.

The Professional Services play a key role in delivering Goldsmiths' Strategic Plan, which rests upon four pillars – knowledge production, student experience, London and the World, and financial sustainability. Professional Services support knowledge production through a framework of professional support to the academic departments, enhancing the staff experience and supporting the research endeavours that have impact all over the world; enhance the student experience through co-curriculum activities and direct services that offer (for example) pastoral, wellbeing and financial support; help ensure that the Goldsmiths' community is well placed to serve and contribute locally in London and across the world, through a communication strategy supported by professionals who can relay the Goldsmiths mission to prospective and current students, our alumni, and to prospective staff; and, through all of these activities, combined with a focus on highly effective ways of working, contribute to Goldsmiths' long-term financial sustainability.

Goldsmiths' Professional Services work collaboratively with each other and with academic colleagues and the Students' Union to deliver effective systems, processes and staff development opportunities to serve the College to the highest professional standards and ensure it has the support structures and systems in place to thrive.

## **The Directorate**

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The student experience is at the centre of everything we do here at Goldsmiths. Whether it be through our research inspired teaching, an ever innovative curriculum or vibrant extracurricular and support offering, we have an unshakeable commitment to improving the experience of our diverse population.

The Student Experience Directorate is the part of Goldsmiths Professional Services that leads on the development and provision of outstanding student facing services. The directorate is responsible for ensuring that every student at Goldsmiths has an excellent student experience.

The Directorate is made up of five areas:

1. Student Recruitment
2. Student Administration
3. Student Support Services
4. Library Services
5. Careers & Employability

Working collaboratively the directorate aims to attract the best talent possible to Goldsmiths, to steward them through from enquiry to application and enrolment, and the subsequently into their student experience and to support them to be successful students and graduates. The team coordinates a full suite of co-curricular activities in order to develop and support our students and works in partnership with our academic departments.

## **The Library**

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Goldsmiths Library serves over 8,000 readers: staff and students of Goldsmiths and external users. Its collections cover the Arts, Humanities and Social Sciences and relate to the teaching and research of the College. In addition to some 300,000 books

and 3,600 print and electronic journals, it contains extensive audio-visual and school practice collections as well as a growing number of special collections and archives which reflect the College's interest in the creative and performing arts. The Library has recently taken responsibility for the Goldsmiths Art Collection and is working with stakeholders to identify and manage the art works.

Published materials (print, electronic and audio-visual) are catalogued on the Aleph library management system while CALM is used for archival cataloguing. Through our Online Research Collections (Goldsmiths Research Online, Goldsmiths Data, Digital Archives and Journals Online) we provide a comprehensive online environment for our research and intellectual interests.

The Library is housed in the award-winning Rutherford Building which it shares with IT and Information Services. This offers a mix of social, group and silent study spaces together with over 200 open access computers.

The Library employs some 70 staff (c40 fte) working in three sections: Academic Services, Discovery Services and Reader Services.

For further information see <http://www.gold.ac.uk/library>

## The Role

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The post holder is key to the student experience and contributes to the provision of a customer-focused library service. The post holder will carry out tasks to support teaching, learning and research in the College by assisting with the creation of reading lists, digitisation, interlibrary loans and cross- library project work.

**The post holder will be expected to be able to carry out the following duties in line with the grade of the post:**

### Reporting to

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This role reports to: **Assistant Librarian (Digital Assets)**

### Generic Duties:

- Work on a service point as part of a rota, delivering exemplary customer service
- Contribute to an enhanced student experience by supporting student engagement across The Directorate including attendance at events such as enrolment/Welcome Week, Open Days and graduation ceremonies. These may include evenings and/or weekends
- Contribute to team work to ensure business continuity following the failure of, or damage to, vital services or facilities
- At all times to comply with the Data Protection Act, and College and Service information handling procedures
- At all times to carry out your responsibilities with due regard to the College Code on Equality and Diversity / Dignity at Work Policy

- At all times to help maintain a safe working environment by attending training as necessary and following the College's Health and Safety Codes of Practice and Policy

### **Specific Duties:**

The post holder is required to carry out the following duties:

- Work as part of the digitisation team to produce high quality, copyright-cleared scanned resources for online reading lists.
- Liaise directly with academic and department admin staff to resolve queries around digitisation and copyright clearance for reading lists.
- Use OCR software to ensure scanned resources are compatible with assistive technology such as screen readers.
- Assist the reading lists team with the delivery of the reading list service, including creating and editing reading lists, metadata checking, and ordering items for library stock. Working towards the target of 100% reading list module coverage in the Library Strategy.
- Fulfilling Inter-library loan requests, including monitoring the interlibrary loans mailbox and working to maintain the Customer Service Excellence target of 100% of requests and enquiries responded to within 3 working days.
- Respond to 1<sup>st</sup> tier and more complex enquiries and escalate to senior colleagues as necessary.
- Liaise with the Inclusion Librarian, Subject Librarians and Disability team to develop effective engagement with students and staff, ensuring student needs related to accessible module readings are supported by appropriate resources and services, such as conversion of reading material into alternate formats.
- Liaising with IT and the Library Systems team when required to ensure software installation and updates happen as needed (for example for assistive technologies used by the scanning team).
- Support the Assistant Librarian (Digital Assets) with workflow management in the Inter-library loans module of the Library Management System.
- Responsible for monthly claims to the British Library for costs of items we have sent to other libraries via ILL.

- With the Assistant Librarian (Digital Assets), collect, compile, analyse and report on relevant statistics from multiple library systems that are needed for KPIs, CSE, annual reports such as SCONUL, and to inform future services and collection development.
- Contribute to reviews and workflow updates and documentation for Inter-library loan and digitisation processes.
- Maintain an awareness of developments in the sector, for example: Open access trends and issues, copyright, and assistive technologies.
- Carry out peer-to-peer and student training. Share knowledge and experience of processes with team members and wider library colleagues.
- As part of the Library's strategy to engage with Learning, Teaching, Assessment Strategy, help represent the Digital Assets team in projects required for the Liberate our Degrees work.
- Active involvement in the development and promotion of the library service, through participation in library induction for students and in working groups and/or projects
- Other duties to support the provision of library services, which may be in the Discovery Services, Reader Services, or Special Collections sections.
- These may include:
  - Ordering, accessioning, cataloguing and processing new books and other library materials
  - Managing reservations
  - Checking for missing items
  - Cataloguing, digitisation or basic preservation of special collections
- In addition you will be required to undertake any other duties as may reasonably be required;
- At all times to carry out your responsibilities with due regard to the College Code on Equality and Diversity/ /Dignity at Work Policy;
- At all times to help maintain a safe working environment by attending training as necessary and following the College's Health and Safety Codes of Practice and Policy.

## Person Specification

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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 this 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 |
|---|----------|
| <b>Essential Criteria 1 - Qualifications</b>  |          |
| Education to degree level in any discipline   | A, C, I  |
| <b>Essential Criteria 2 - Experience</b>  |          |
| Previous experience of library work   | A, I, R  |
| Customer service experience   | A, I, R  |
| Experience of searching for information and presenting bibliographic references         | A, I, T  |
| Experience of working with a library management or book ordering system                 | A, I,    |
| Experience working in an interlibrary loan service                                      | A, I     |
| <b>Essential Criteria 3 - Knowledge</b>   |          |
| Awareness of the organisation of information and copyright in the academic context      | A, I     |
| Knowledge of resource discovery tools and aggregated catalogues such as Primo and COPAC | A, I,    |
| <b>Essential Criteria 4 - Skills</b>  |          |
| Excellent communication and interpersonal skills  | A, I     |

|   |       |
|---|-------|
| Good IT skills, including MS Office   | A, I, |
| Good team working skills and a willingness to be flexible   | A, I  |
| High level of numeracy  | A, I  |
| Ability to work methodically and accurately   | A, I, |
| Ability to work under pressure and to meet deadlines including multi-tasking and responding to changes in priorities in a busy work environment | A, I  |
| <b>Desirable Criteria 1 – Experience</b>  |       |
| Experience of delivering training   | A, I  |
| Experience of using a reading list management system  | A, I  |
| Experience producing scanned resources  | A, I  |
| Experience of using a cash till   | A, I  |
| Experience with producing and analysing statistics  | A, I  |
| <b>Desirable Criteria 2 - Knowledge</b>   |       |
| Awareness of development of Open access trends and issues and assistive technologies in the sector  | A, I  |
| <b>Desirable Criteria 3 – Additional attributes</b>   |       |
| Ability to liaise between different teams and departments across the college  | A, I  |
| Ability to push loaded trolleys and shelf books to a height of two metres, using a kick-stool or stepladder                                     | A, I  |
| Interest in pursuing a career in library and information management   | A, I  |
| Commitment to professional development and willingness to engage with training and development opportunities                                    | 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 the first day of appointment.**

For more information about the role, please contact Karine Larose, tel: 020 7717 3355, e-mail: [k.larose@gold.ac.uk](mailto:k.larose@gold.ac.uk).

## Summary of Benefits

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

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
- Membership of USS or LPFA pension scheme
- Access to exclusive discounts, including high street retailers
- Maternity, paternity and adoption leave and pay and tax efficient childcare voucher scheme
- Contractual sick pay provision
- Free eye tests
- Wellbeing initiatives including the Chaplaincy and Staff Choir
- On-site [dining facilities](#) and [gym](#)
- Access to [University of London facilities](#) such as Senate House Library

## Further information

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For more information about Goldsmiths, please visit: [www.gold.ac.uk/about](http://www.gold.ac.uk/about).

We can supply information in alternative formats for people with a visual impairment or dyslexia. For this please contact [hr@gold.ac.uk](mailto:hr@gold.ac.uk), or visit [www.gold.ac.uk/hr](http://www.gold.ac.uk/hr).

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