

Reader Services Library Assistant

Department:	Library
Grade/ Salary:	Grade 3, £26,175 - £28,461 (inc. LW) (pro-rata)
Contract Type:	Permanent
Hours:	0.7 FTE / 24.5 hours per week (Part 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.

We are happy to supply information in alternative formats for disabled applicants. Please contact hr@gold.ac.uk to make your request.



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



Together
we are different

Directorate of IT, Information and Library Services

The newly formed Directorate brings together IT, the Library and Information Services, developing and drawing upon the natural synergies which exist across these areas. Working collaboratively the department delivers the technology solutions, information resources and support required to underpin learning, teaching and research at Goldsmiths, an excellent experience for all students and staff and a commitment to continuously improving the experience of our diverse population.

Goldsmiths Library is housed in the Rutherford Building. It offers a mix of social, group and silent study spaces together with over 200 open access computers. The building is open 24/7. It is used by over 15,000 readers: students and staff of Goldsmiths, Alumni and external users. Its collections cover the Arts, Humanities and Social Sciences and relate to the learning, teaching and research of the College. In addition to some 300,000 books and 5,800 print and electronic journals, it contains extensive audio-visual and school practice collections. These are managed alongside a growing number of special collections and archives which reflect Goldsmith's research activities; for example, the Goldsmiths Textile Collection & Constance Howard Gallery, the Daphne Oram Collection and the Women's Art Library. The Library has responsibility for the Goldsmiths Art Collection and is working with stakeholders to identify and manage the artworks.

The Library works closely with the Research Office and with Goldsmiths Press, notably in the areas of open access and alternative models of scholarly publishing. Goldsmiths Research Online Collections (which include the institutional repository, research data, digitised archives, and open access journal titles hosted on Open Journal Service) are managed by the Library.

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

Job description

Reporting to: **Reader Services Supervisor**

This role is campus based. It is not suitable for remote working.

Summary:

The role will share many of the day-to-day duties of the Reader Services team. This team is key to the student experience and delivers excellent customer service to Library users in person and across all communication channels.

Library Assistants are responsible for administering all Reader Services processes and procedures including circulation, managing the space and student behaviours. They act as 1st tier support for enquiries, complaints, signposting and referrals. The role contributes to staffing all library service points, maintaining advertised opening hours, gathering statistics and feedback and to the overall smooth operation of the library service.

Main duties:

1. Deliver excellent customer experience at Goldsmiths Library welcoming all customers and visitors in a polite and friendly manner.
2. Answer 1st tier enquiries relating to any Library services and services within the building or the wider student experience directorate using signposting and referral where appropriate. Queries will be in person, by phone, email, live chat and social media.
3. Answer 1st tier complaints relating to any Library services and services within the building or the wider student experience directorate in a sensitive and empathetic manner applying discretion and referring when appropriate
4. Support customers to use all day-to-day systems, services, facilities and equipment for example the self-service kiosks, accessing e-resources, using the room booking system, printers and ICT equipment. Indicative tasks may include helping people log into systems, adding paper to printers and dealing with paper jams.

5. Enthusiastically promote the services available to our full range of customers for example through day-to-day interactions and tours.
6. Actively participate in student engagement activities including events, feeding back on observations and using book displays.
7. Enable customers to access library stock through helping them use the library catalogue, find items on the shelves, by shelving all stock, book moving and maintaining tidy shelves.
8. Under the direction of senior staff, maintain the stock of the library including preparing new items for the shelves, removing or repairing items in poor physical condition and participating in stock management processes such as stocktakes and weeding.
9. Administer all circulation processes for example reservations, queries, missing books and invoicing.
10. Administer all membership processes for example creating database and Library Management System records for external borrowers, updating records, filing, responding to requests for access in line with policy, whilst applying discretion and referring when appropriate.
11. Help maintain the library as a pleasant environment for instance by reporting maintenance jobs or Health & Safety concerns, actively managing and encouraging appropriate customer behaviour and noise levels, keeping posters and leaflets tidy and up to date, clearing workspaces of paper waste.
12. Collect and record statistics that are needed for Key Performance Indicators and to inform future activities for example numbers of people attending tours and times taken to shelve items.
13. Participate in a rota to cover a variety of service points and tasks across the full range of staffed library opening hours.

14. Work as part of a team to maintain the service opening hours as required taking occasionally without supervision.

15. Engage with training and development opportunities offered within the library, University and externally as identified at appraisal.

16. Calculate and levy any fines or other charges incurred by users and collect money for items or services, using the tills provided and complying with Goldsmiths financial regulations.

17. Work with different departments across Library teams and contribute to Library groups.

Generic duties:

18. You will be required to undertake any other duties as may reasonably be required.

19. Contribute to an enhanced student experience by supporting student engagement across the College including attendance at events such as enrolment/Welcome Week, Open Days and graduation ceremonies. These may include evenings and/or weekends.

20. Contribute to team work to ensure business continuity following the failure of, or damage to, vital services or facilities.

21. At all times to carry out your responsibilities with due regard to the College Code on Equality and Diversity / Dignity at Work Policy

22. 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

23. At all times to comply with the Data Protection Act, and College and Service information handling procedures.

Person Specification

Detailed below are the types of qualifications, experience, skills and knowledge which are required.

The Essential criteria sections show the minimum essential requirements for the post. The Desirable criteria sections show additional attributes which would enable the applicant to perform the role more effectively with little or no training. They are not essential but may be used to distinguish between applicants.

All criteria will directly relate to the online application form.

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 first degree standard or equivalent experience	A, C
Essential Criteria 2 - Experience	
Demonstrable experience of working in a customer service environment	A, I
Experience of supporting people to use systems and services	A, I
Experience of working as part of a team	A, I
Experience of managing complaints and challenging customer situations confidently and assertively	A, I
Desirable Criteria 1 - Experience	
Experience of working in a Library	A, I
Essential Criteria 3 – Knowledge	
Good awareness of information resources available through a library and how to access these	A, I
Commitment to own professional development with a willingness to engage with the training and development opportunities offered and enthusiastic about gaining new skills and experience.	A, I
Essential Criteria 4 - Skills	

Strong communication and interpersonal skills including the ability to convey complex information clearly and concisely	A, I, T
Ability to be organised and comfortable working within procedures, but able to show initiative	A, I
Ability to have a flexible approach to issues using a courteous and helpful approach to find the most appropriate solution to problems.	A, I
Ability to work under pressure and to meet deadlines including multi-tasking and responding to changes in priorities in a busy environment	A, I, T
IT literacy, with a familiarity with windows-based applications and the ability to pick up new skills quickly	A, I
Ability to file alphabetically and numerically and work with numbers accurately with a high level of accuracy and attention to detail	A, I, T
Ability to work without constant supervision and take responsibility for service points organising and prioritising own workload	A, I
Able to work hours which support the running of the service including working evening and weekend shifts	A, I
Ability to work in a physically demanding post.	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 before the first day of appointment.

For more information about the role, please contact:

Claire Calvagna

Reader Services Supervisor

e-mail claire.calvagna@gold.ac.uk

February 2023

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
- Membership of USS or LPFA pension scheme, dependent upon grade
- Maternity, paternity, shared parental leave and adoption leave and pay
- 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.