

# Library, Archive & Open Research Services

## Vacancy

LONDON  
SCHOOL of  
HYGIENE  
& TROPICAL  
MEDICINE



### Library Assistant (Weekends) (Ref: PSS-LAS-2022-04)

<b>Job Title:</b> Library Assistant (Weekends)	
<b>Department:</b> Library, Archive & Open Research Services	
<b>Faculty/Professional Service:</b> Professional Services	
<b>Location:</b> London	
<b>Reports to:</b> Assistant Librarian (Information Services)	
<b>Responsible for:</b> N/A	
<b>Full Time/Part Time/Casual:</b> Part-time	<b>Hours:</b> 0.266 FTE
<b>Grade:</b> PSP 3	
<b>Overall Purpose of the Job</b>	
<p>The Library Assistant (Weekends) is based within the User Support &amp; Information Services Team, reporting to the Assistant Librarian (Information Services). The post is responsible for staffing the Library at the weekends and on bank holidays, providing support to users and undertaking various projects in support of the service. The Library Assistant (Weekends) is responsible for supporting and assisting all aspects of the delivery of library services, ensuring an excellent standard of customer service.</p> <p>The post holder works at the weekends and on bank holidays, staffing the Enquiries Desk, and is responsible for opening and occasionally closing the Library at the appointed time. The Library Assistant (Weekends) assists with projects in support of the service as demand dictates, particularly in Information Services, but also in the areas of User Services, Collection Services and Open Research Services as necessary. The post holder assists with the collation of statistics as required, and with the provision of signage, user guides and web information.</p> <p>The Library Assistant (Weekends) actively engages with users to promote the service and to gather feedback, and actively contributes to the development of the service. The post holder participates in staff meetings and events, staff rotas and Enquiries Desk duties, and induction training as required.</p>	

## **GENERAL INFORMATION**

### **The London School of Hygiene & Tropical Medicine**

The London School of Hygiene & Tropical Medicine (LSHTM) is renowned for its research, postgraduate studies and continuing education in public and global health.

Our mission is to improve health and health equity in the UK and worldwide; working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice.

We embrace and value the diversity of our staff and student population and seek to promote equity, diversity and inclusion as essential elements in contribution to improving health worldwide. We believe that when people feel respected and included, they can be more creative, successful, and happier at work. While we have more work to do, we are committed to building an inclusive workplace, a community that everyone feels a part of, which is safe, respectful, supportive and enables all to reach their full potential.

### **History**

Founded in 1899 at the London Docks, LSHTM is now based in Bloomsbury, where it has two main sites at Keppel Street and Tavistock Place, and additional sites in The Gambia and Uganda. Today, our staff, students and alumni work in government, academia, international agencies and health services across the world.

### **Research**

Research income has grown to more than £180 million per year from national and international funding sources including UK government and research councils, the European Union, the Wellcome Trust, Gates Foundation and other philanthropic sources.

Our diverse research talents, skills and experience underpin our position as a leader in public and global health. These range from the molecular to the global, the theoretical to the applied, the analytical to the political. Our staff are conducting research in more than 100 countries.

### **Staff community**

We have 3,300 staff based all around the world with core hubs in London and at the MRC Units in The Gambia and Uganda, which joined LSHTM in February 2018. Our outstanding, diverse and committed staff make an impact where it is most needed - deploying research in real time in response to crises, developing innovative programmes for major health threats, or training the next generations of public and global health leaders and researchers.

### **Partnerships**

Working in partnership is central to achieving our mission. Our strategic collaborations in the UK and across high-, middle- and low-income countries deliver health and socioeconomic benefits across the world, especially in the most disadvantaged communities.

LSHTM is also a member of the M8 Alliance of Academic Health Centers, Universities and National Academies, the Association of Schools of Public Health in the European Region, and the Consortium of Universities for Global Health.

## **Education**

We deliver research-led educational programmes to future health leaders, managers and researchers across the world. We have more than 1,200 face-to-face Master's and Doctoral students, 3,000 studying by distance learning, and 1,000 each year on short courses and continuous professional development. Our free online courses are studied by more than 270,000 participants globally.

## **Excellence in research and education**

We perform strongly in various global university league tables. In the ShanghaiRanking's Global Ranking of Academic Subjects 2020 we placed 3rd in public health (1st in the UK). In the 2020 CWTS Leiden Ranking LSHTM is ranked the UK's top university for the proportion of academic research with women listed as authors, and third in Europe for publishing open access research.

In the US News Best Global Universities Ranking 2021, we ranked 3rd in the world for public, environmental & occupational health, 4th in the world for infectious diseases, 11th in the world for social sciences & public health, and 12th best University in the UK overall. We ranked 27th for medicine in the 2019 QS World University Rankings.

In 2017, the inaugural Center for World University Rankings by Subject placed LSHTM first in the world for tropical medicine research, second for parasitology and seventh for infectious diseases, public, environment and occupational health, and social sciences and biomedical.

LSHTM was named University of the Year 2016 by Times Higher Education and awarded a Queen's Anniversary Prize for Higher and Further Education in 2017 in recognition of our response to the 2014 Ebola epidemic in West Africa. LSHTM does not appear in the Times Higher Education World University Rankings as universities are excluded if they do not teach undergraduates.

LSHTM is one of around 20 specialist institutions that receive institution specific funding from the Office for Students (OfS). This funding recognises the additional costs that LSHTM incurs because of its unique range of teaching, specialist facilities, and the scale of its contributions to national and international agencies.

## **Library, Archive & Open Research Services**

The primary role of Library, Archive & Open Research Services (LAORS) is to support LSHTM in its mission to improve health and health equity in the UK and worldwide, working in partnership to achieve excellence in public and global health research, education and translation of knowledge into policy and practice. Library, Archive & Open Research Services seeks to provide excellent information-related services, resources and support to LSHTM's staff and students, and to contribute to a creative and supportive working environment in line with LSHTM's values. Library, Archive & Open Research Services also welcomes external researchers and visitors who wish to consult its specialist collections.

Library, Archive & Open Research Services provides an excellent standard of customer service in the delivery of services to users, and offers an extensive programme of information skills teaching and support. It facilitates access to a comprehensive collection of printed and electronic material in the fields of public and global health, including the archives of LSHTM which date from the mid-nineteenth century and consist of

correspondence and personal papers of scientific, medical and global health professionals. Library, Archive & Open Research Services also provides support for open access publishing, research data management and open science within LSHTM, and is responsible for LSHTM's records management service.

The Library, Archive & Open Research Services organogram is attached.

This post is part of the User Support & Information Services Team, one of three sections within Library, Archive & Open Research Services. Within this wider team the responsibilities of the post include staffing the Enquiries Desk at the weekends and on bank holidays, provision of support to users, and assisting with projects in support of the service as demand dictates, particularly in Information Services, but also in the areas of User Services, Collection Services and Open Research Services as necessary.

### **The Post**

- The post is based in Library, Archive & Open Research Services led by the Director of Library, Archive & Open Research Services.
- The post is based within the User Support & Information Services Team managed by the User Support & Information Services Librarian, and reports to the Assistant Librarian (Information Services).
- The post holder is required to work 39 weekends during term time, 11.00-17.00 on Saturday and 11.00-17.00 on Sunday. They will not usually be required to work during vacations or for the two-week period of the summer term immediately following the June exams. In addition, the post holder is required to work 11.00-17.00 on the May Bank Holiday Monday (early May), Spring Bank Holiday Monday (late May) and Summer Bank Holiday (late August).
- There may be occasions when members of staff are approached to work at other times to cover for colleagues who are off sick or on leave.
- The post is part-time permanent (0.266 FTE).
- Duties commence as soon as possible after interview. 2 days training on a weekday will be arranged following appointment.

## Job Description

<b>Principal Duties and Responsibilities</b>
<b>Communications</b> <ul style="list-style-type: none"><li>• Communicating regularly with relevant LSHTM staff and external institutions/organisations in the operation of library services</li><li>• Designing and producing signage, guides and web information for Library users</li><li>• Communicating daily with the LAORS team, and with Library users in the course of answering enquiries received in person, by telephone, via email and social media</li><li>• Providing written and verbal reports to the Assistant Librarian (Information Services) on matters relating to library services</li><li>• Promoting the Library services and collections to members of LSHTM and beyond</li></ul>
<b>Teamwork and Motivation</b> <ul style="list-style-type: none"><li>• Working with the Assistant Librarian (Information Services) and wider LAORS staff to ensure the successful delivery of library services</li><li>• Providing cover for absent colleagues, often at short notice</li><li>• Participating in staff meetings and events and induction training as required</li><li>• Contributing actively to the work of LAORS in its support of the work of LSHTM</li></ul>
<b>Liaison and Networking</b> <ul style="list-style-type: none"><li>• Engaging with users and liaising with relevant LSHTM staff and external institutions/organisations in the delivery and development of library services</li><li>• Maintaining awareness of developments within LSHTM and within the field of library &amp; information science</li></ul>
<b>Service Delivery</b> <ul style="list-style-type: none"><li>• Ensuring an excellent standard of customer service in the delivery of library services</li><li>• Assisting with projects in support of the service as demand dictates</li><li>• Promoting the Library's services and collections to members of LSHTM and beyond</li><li>• Dealing with enquiries received in person, by telephone, via email and social media</li></ul>
<b>Decision Making</b> <ul style="list-style-type: none"><li>• Following existing procedures to make decisions in response to specific queries from users, LAORS staff, relevant LSHTM staff and external institutions/organisations</li><li>• Working with minimal supervision and taking decisions when the Assistant Librarian (Information Services) is absent, exercising appropriate judgement as to when a matter should be referred to another member of staff</li></ul>
<b>Planning and Organising</b> <ul style="list-style-type: none"><li>• Planning own work and daily activities to ensure that competing priorities are</li></ul>

achieved and that service standards are met

- Assisting with projects in support of the service as demand dictates, the collation of statistics as required, and the provision of signage, user guides and web information
- Contributing to regular team meetings and events about library services

### **Initiative and Problem Solving**

- Answering queries from users, LAORS staff, relevant LSHTM staff and external institutions/organisations based on experience and knowledge
- Interpreting information and context in order to resolve problems and provide a professional service to users, exercising appropriate judgement as to when a matter should be referred to another member of staff

### **Analysis and Research**

- Collating statistics and monitoring service standards
- Providing written and verbal reports to the Assistant Librarian (Information Services) on matters relating to library services
- Undertaking research using the collections to answer enquiries, create exhibits and write blog posts

### **Sensory and Physical Demands**

- Using office equipment, including computers, telephones and multi-functional devices (MFDs)
- Manual handling of printed library material, including books and journals, and use of trolleys and ladders
- Coordinating, understanding and interpreting complex information from several sources, requiring high levels of concentration, and ensuring the accuracy and clarity of information in order to communicate this effectively to the wider team and organisation

### **Work Environment**

- Working in a general office environment, and in other areas of the library, occasionally alone
- Travelling regularly between sites and to external locations to disseminate information and to participate in discussions in order to inform and develop services
- Contributing to the work environment of the LAORS team to maximise communication and effective working

### **Pastoral Care and Welfare**

- Sharing collective responsibility for the welfare of all users and of LAORS staff
- Contributing to the provision of support, advice and guidance to colleagues, to encourage opportunities for personal development, and to engender a culture of wellbeing
- Contributing to awareness of relevant LSHTM policies and to ensure that all staff are

supported in an environment of inclusion
<p><b>Team Development</b></p> <ul style="list-style-type: none"> <li>• Contributing to the provision of support, advice and guidance to colleagues, to encourage opportunities for personal development, and to engender a culture of wellbeing</li> <li>• Facilitating knowledge sharing within the team, and contributing to the development of the service</li> <li>• Keeping abreast of professional developments in the sector</li> </ul>
<p><b>Teaching and Learning Support</b></p> <ul style="list-style-type: none"> <li>• Providing appropriate advice and guidance to staff and students</li> <li>• Participating in the LAORS programme for teaching information skills as required</li> </ul>

**Generic duties and responsibilities of all LSHTM employees**

This job description reflects the present requirements of the post but may be altered at any time in the future as duties and responsibilities change and/or develop providing there is full consultation with the post-holder.

The post-holder will carry out any other duties, tasks or responsibilities as reasonably requested by the line manager, Dean of Faculty, Head of Department or Director of Professional Service.

The post holder will be responsible and accountable for ensuring all LSHTM policies, procedures, regulations and employment legislative requirements are adhered to including equality and diversity and health and safety.

This job description is not a definitive or exhaustive list of responsibilities but identifies the key responsibilities and tasks of the post holder. The specific objectives of the post holder will be subject to review as part of the individual performance review (appraisal) process.

**Person Specification**

This form lists the essential and desirable requirements needed by the post holder to be able to perform the job effectively. Applicants will be shortlisted solely on the extent to which they meet these requirements.

<b>Competency</b>	<b>Evidence</b>	<b>E/D</b>
<b>Education, Qualifications and Training</b>	<ul style="list-style-type: none"> <li>• A recognised degree or equivalent qualification</li> </ul>	E
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Proven experience of working successfully in a library</li> </ul>	E

	<ul style="list-style-type: none"> <li>• Experience of working in a higher education or research environment</li> </ul>	D
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Demonstrable knowledge of issues relating to the delivery of library services</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Knowledge of and interest in developments in the field of library &amp; information science</li> </ul>	D
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Excellent oral and written communication skills, including the ability to effectively communicate complex information to a variety of audiences</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Service oriented with excellent interpersonal skills, including the ability to quickly establish effective working relationships with staff and students from a variety of backgrounds</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Excellent organisational skills, including the ability to prioritise work and adopt a flexible approach</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Excellent IT skills and proven ability to work with a high level of accuracy and attention to detail</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Proven ability to work as a member of a team without supervision</li> </ul>	E
	<ul style="list-style-type: none"> <li>• Proven ability to take responsibility and demonstrate initiative</li> </ul>	E

E=Essential: Requirement without which the job could not be done

D=Desirable: Requirements that would enable the candidate to perform the job well

Date compiled: August 2022

### **Salary and Conditions of Appointment**

The post is part-time, 0.266FTE and permanent. The post holder is required to work 39 weekends during term time, 11.00am until 17.00pm on Saturday and Sunday. They will not usually be required to work during vacations or for the two-week period of the summer term immediately following the June exams. In addition, the post holder is required to work 11.00am until 17.00pm on the May Bank Holiday Monday (early May), Spring Bank Holiday Monday (late May) and Summer Bank Holiday (late August).

The salary will be on the Professional Services scale Grade 3 in the range £26,974-£30,453 per annum, pro-rata for part-time staff (inclusive of London Weighting). The post will be subject to the LSHTM terms and conditions of service. Annual leave entitlement is 30 working days per year, pro rata for part time staff. In addition to this there are discretionary "Wellbeing Days". Membership of the Pension Scheme is available. The post is based in London.



## **Applications**

Applications should be made on-line via our website at <http://jobs.lshtm.ac.uk>. Online applications will be accepted by the automated system until 10pm of the closing date. Any queries regarding the application process may be addressed to [jobs@lshtm.ac.uk](mailto:jobs@lshtm.ac.uk). Please use reference PSS-LAS-2022-04.

The supporting statement section should set out how your qualifications, experience and training meet **each** of the selection criteria. Please provide one or more paragraphs addressing each criterion. The supporting statement is an essential part of the selection process and thus a failure to provide this information will mean that the application will not be considered. An answer to any of the criteria such as "Please see attached CV" will not be considered acceptable.

Please note that if you are shortlisted and are unable to attend on the interview date it may not be possible to offer you an alternative date.

## **Asylum and Immigration Statement**

The School will comply with current UKVI legislation, which requires all employees to provide documentary evidence of their legal right to work in this country prior to commencing employment. Candidates will be required to email a copy of their passport (and visa if applicable) to HR prior to their interview and if appointed will be asked to bring the original documents in to be copied and verified before their start date.

This role does not meet the minimum requirements set by UKVI to enable sponsorship under the skilled worker route. Therefore we cannot progress applications from candidates who require sponsorship to work in the UK.

## **Further information**

Further information on LSHTM can be obtained from the website at <http://www.lshtm.ac.uk/>

The Library, Archive & Open Research Services website is at <http://www.lshtm.ac.uk/library>

August 2022