

# JOB DESCRIPTION



<b>Job Title:</b> Library Assistant
<b>Department:</b> Library, Archive & Open Research Services
<b>Faculty/Professional Service:</b> Central Services
<b>Location:</b> Keppel Street, London
<b>Reports to:</b> Research Publications Manager
<b>Full Time/Part Time/Casual:</b> Full-time
<b>Grade:</b> Grade 3
<b>Overall Purpose of the job:</b> The Library Assistant is based within Library, Archive & Open Research Services (LAORS), and is one of four full-time Library Assistants who rotate duties every four months and who are based in turn in either the User Services Team, Information Services Team, Collection Services Team or Open Research Services Team, reporting to either the Assistant Librarian (User Services), Assistant Librarian (Information Services), Collection Services Manager or Research Publications Manager. Each full-time Library Assistant has a permanent pastoral line manager, but as they rotate operational duties their day-to-day tasks are overseen by the line manager for that team. The post contributes to all aspects of the delivery of library services, including Enquiries Desk duties and online support, ensuring an excellent standard of customer service.  The post holder is required to work 09:00-17:00 Monday-Friday. All full-time LAORS staff work a minimum of 2 days on site in the Library per week, but may be required to work additional days on site as the nature of the role or demand on the service dictates. Please note, the full-time Library Assistant is currently required to work 3 days on site per week whilst they are based in the Collection Services Team and works on Open Research when working the remaining 2 days off site. The full-time Library Assistant based in Open Research Services works on Collections when working their 2 days on site.  All LAORS staff participate in staff meetings, events and training, user training sessions and staff rotas as required.

## General Information

The London School of Hygiene & Tropical Medicine (LSHTM) is one of the world's leading public health universities.

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.

Staff and students are committed to helping create a more healthy, sustainable and equitable world for everyone, because we believe our shared future depends on our shared health.

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.

To find out more please visit our [Introducing LSHTM page](#).

### Our Values

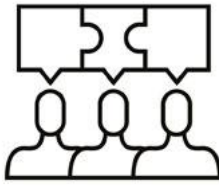
Our values establish how we aspire to achieve our mission both now and in the future - demonstrating what it means to work and study at LSHTM. Please visit our [LSHTM Values page](#) for further information.



**Act with integrity**



**Embrace difference**



**Work together**



**Create impact**

### 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. To discover more about LAORS please visit <https://www.lshtm.ac.uk/research/library-archive-open-research-services>

## **Main Duties and Responsibilities**

### **User Support**

- Responding to user enquiries received at the Library Enquiries Desk and via Live Chat (LibraryH3lp) and ServiceDesk (TopDesk), providing timely and professional support at the point of need.
- Assisting users with use of library services including borrowing, membership, and finding and accessing both print and online resources.
- Supporting users to access and use technology in the Library including self-service equipment, multi-functional devices for printing and copying, laptop loans and Wi-Fi.
- Ensuring print material from the Library collections that have been removed from the shelves or returned from loan are re-shelved accurately at the end of each day, using trolleys, ladders and manual handling techniques as needed, and that Library shelves are kept tidy.
- Helping to ensure that Library spaces are maintained to a high standard and that users and colleagues are safe, dealing with any issues efficiently (including recording/reporting as appropriate), and ensuring that LAORS Regulations for Users are observed.
- Escalating issues which cannot be resolved following documented procedures, liaising with colleagues across LSHTM such as ITS and Estates as necessary.

### **User Services**

- Processing requests for inter-library loan & document delivery via the library service platform (Alma), and providing support to users.
- Generating and processing financial records for inter-library loans, liaising with users, the British Library and the Finance Office as required.
- Dealing with the administration of Library user records via the library service platform (Alma), and with the administration of reciprocal access schemes.
- Assisting with the delivery of extended services for disabled and dyslexic users, liaising with users and Student Support Services as required.
- Assisting with UX evaluation and the gathering of user feedback to inform enhancement of library services, and maintaining signage around the physical Library.
- Maintaining procedures and associated documentation.

### **Information Services**

- Processing requests for online reading lists via the reading list platform (Leganto), and providing support to users.
- Scanning material under the terms of the CLA Licence, and obtaining copyright-cleared copies of material for reading lists.
- Making reading lists available via LSHTM's VLE (Moodle), liaising with tutors and the Programme Administration Office as required.
- Assisting with the administration of the Library's programme for teaching information skills.
- Assisting with the delivery of information skills training to users.

- Maintaining procedures and associated documentation.

### **Collection Services**

- Processing new print material for the shelves, including tagging, labelling and amending order and item information via the library service platform (Alma), undertaking occasional basic repairs to print material, and withdrawing unwanted print material from the collections as required.
- Promoting the collections via blog posts, book displays and other promotional activities.
- Handling occasional requests for material held in off-site stores, liaising with users and University of London depository staff as required.
- Assisting with collection projects, including enhancing existing metadata and stock moves.
- Assisting with UX evaluation and the gathering of user feedback to inform enhancement of the library discovery layer (Primo), and undertaking accessibility testing of eResources.
- Maintaining procedures and associated documentation.

### **Open Research Services**

- Processing LSHTM research outputs, including journal articles, book chapters, grey literature and theses, for deposit into the institutional repository LSHTM Research Online (ePrints), minting DOIs as required, and providing support to users.
- Identifying relevant outputs via the current research information system (Symplectic Elements) for deposit, liaising with authors as required.
- Creating metadata for electronic theses deposited with the Library.
- Assisting with the administration of APC funding requests, assessing suitability against set criteria and processing invoices for payment.
- Assisting with copyright support and open access related training events, and contributing to the Open Research social media presence.
- Maintaining procedures and associated documentation.

### ***Additional Information***

- Assisting with the marketing and promotion of LAORS resources and services via a variety of channels including social media.
- Sharing user feedback and suggestions for improvement with relevant teams and managers to ensure continuous service improvement.
- Participating in staff meetings, events and training, user training sessions and staff rotas as required.
- Undertaking projects in support of LAORS as needed.
- Actively contributing to the development of the service.

## 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 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 Head 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 and Development Review (PDR).**

**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 as a member of staff in a library</li> <li>• Experience of working in a higher education or research environment</li> </ul>	E D
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Demonstrable knowledge of issues relating to the delivery of library services</li> <li>• Knowledge of and interest in developments in the field of library &amp; information science</li> </ul>	E D
<b>General</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> <li>• Customer focussed and able to work together with service users from diverse cultural backgrounds and life experiences</li> <li>• Excellent organisational skills, including the ability to prioritise work and adopt a flexible approach</li> <li>• Excellent IT skills and proven ability to work with a high level of accuracy and attention to detail</li> <li>• Proven ability to take responsibility, demonstrate initiative and resolve basic problems without direct supervision</li> <li>• Ability and willingness to develop existing skills and to acquire new skills to support service excellence</li> <li>• Ability to work towards common goals as part of a team, with an awareness of how your work fits in with others and its importance in the wider context</li> </ul>	E E E E E E 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: Aug 2024

## **Salary and Conditions of Appointment**

The post is permanent and full-time 35 hours per week, 1 FTE. The salary will be on the Professional Services salary scale, Grade 3 scale in the range £28,614 - £32,307 per annum pro rata (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.

LSHTM has a Hybrid Working Framework, which alongside agreed service requirements, enables teams to work more flexibly (if the role allows), promoting a greater wellbeing and work/life balance.

## **Application Process**

Applications should be made on-line via our [jobs website](#). Applications should also include the names and email contacts of 2 referees who can be contacted immediately if appointed. Online applications will be accepted by the automated system until 10pm of the closing date. We regret that late applications cannot be accepted. Any queries regarding the application process may be addressed to [jobs@lshtm.ac.uk](mailto:jobs@lshtm.ac.uk).

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", "Yes" or "No" will not be considered acceptable and will not be scored.

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**

LSHTM 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.