

Job Description

Post/Job Title:	Senior Library Assistant
Ref:	386/POSN109107
School/Support Service:	Academic Services
Department/Section:	Library & Learning Services
Location:	Talbot and Lansdowne Campuses
Normal hours per week	37 (full time) (Flexibility is required to meet key time scales and deadlines, which may include occasional evenings).
Grade:	3
Accountable to:	Line manager group within Library & Learning Services

Job Purpose

To deliver core activities, and fulfil a dedicated role in a specialist area of library operations - customer service and engagement, acquisitions and procurement, OR library systems and digital teams.

To contribute to expert library help services for academic staff and students and other stakeholders through the development of in-depth knowledge of the library's resources, facilities, policies and procedures.

To support the discovery, access, use and loan of learning resources to all library users, using initiative to resolve any borrowing and access issues as necessary.

Main Responsibilities

Core responsibilities

Providing first or second line support to students and staff on a range of information resources and study skills topics including:

- selecting and accessing appropriate subject resources for use in assignments/research
- ensuring compliance in relation to the use of library materials (printed and electronic) including copyright and other statutory and license obligations.
- advising on the use of Harvard and other referencing schemes in order to support best practice in academic writing.
- providing first or second line support to students, staff, researchers and visitors on the use of library's archives and special collections, including access arrangements.
- providing support for library programmes as required including, but not limited to, Peer Assisted Learning (PAL) and the Academic Skills Hub.
- recording and analysing statistics for benchmarking purposes and service improvement; co-ordination and supervision of volunteer workers.
- undertaking all interactions with students, staff and external stakeholders within the context of service excellence and proactively suggesting improvements to enhance the quality of service.
- dealing with any sensitive and confidential issues within the frameworks of the Data Protection Act and any other professional and statutory guidelines.
- supporting Academic Services by participating in other tasks and cross-functional activities as required.

Specialist areas

Customer service and engagement responsibilities

Contributing to service delivery operations including timetabling of, and participation in staff rotas across all campus libraries for face-to-face, telephone and online Chat services; administration of membership services; conducting library tours; engagement and feedback activities; and publicity, including events and social media campaigns.

Being the first point of contact in the event of incidents, using initiative to resolve any issues.

Proactively advising library users on their rights and responsibilities in relation to library rules and policies including overdue or lost books, and the appropriate use of library facilities.

Contributing to the delivery of first line IT support in the libraries, including password resets; connecting to wifi; printing; accessing email and e-resources on mobile devices; troubleshooting PC and study room booking issues.

Taking responsibility for the operation of work and study areas, dealing with incidents; responding to security alarms, implementing evacuation procedures, reporting all Health & Safety issues and making recommendations as necessary.

Acquisitions and procurement responsibilities

- Stock management and invoicing activities.
- Contributing to the delivery of procurement operations including inter-library loans.
- e-book and e-journal acquisition and deployment; supplier liaison; financial reporting.
- Bibliographic checking and copy cataloguing.

Library systems and digital responsibilities

- Improving student access to e-resources linked from reading lists, the Library's mySearch discovery tool, and other search platforms.
- Managing web access verification and off-campus authentication checks.
- Administration of digital content and associated services within the University's Virtual Learning Environment (VLE).

Dimensions

Over 17000 students and other service users

Contacts

Internal:

All BU students and staff

External:

All users of the University

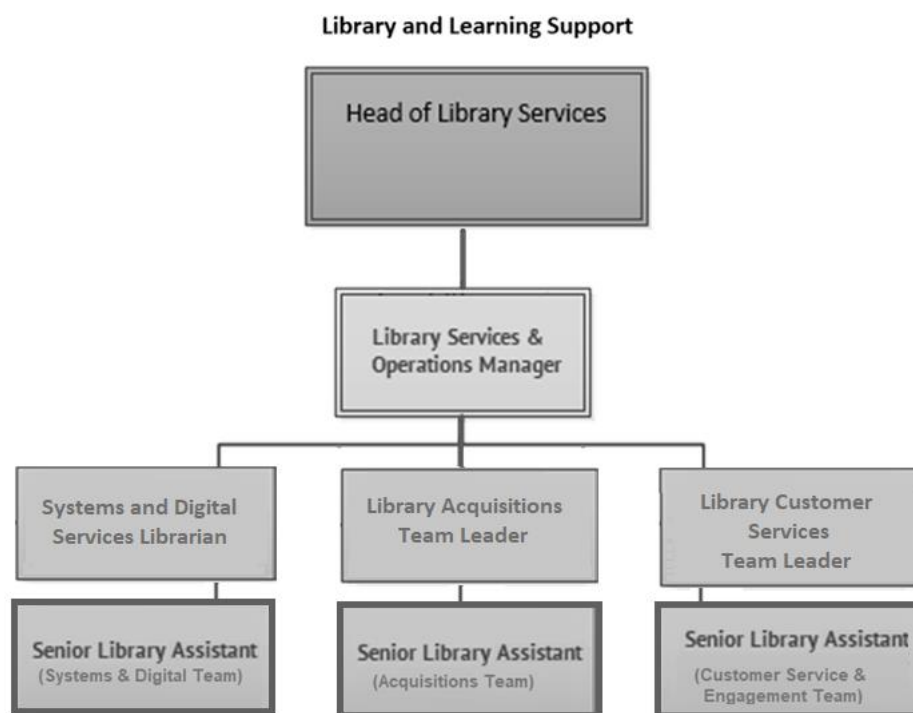
Alumni

Suppliers

Parents and student representatives

External enquirers

Visitors



Challenges

Exceptional interpersonal skills, including tact, diplomacy and sensitivity, are a key element of this role as is the ability to remain calm under pressure and in challenging situations. The post holder will know the limits of their own expertise and identify when a referral is required. They will need to provide a high level of customer focus, striking the right balance between providing support, advice and guidance whilst ensuring that at the same time library users are kept aware of their responsibilities.

Information Governance Responsibilities

Data User

- i. Comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.

Safeguarding and Regulated Activity

If the role involves engaging in regulated activity relevant to vulnerable groups including children and disabled adults, it is an [offence to apply for](#) and perform the role, if a person is barred from engaging in regulated activity. Further information is available in BU's [Safeguarding Policy](#) and Suitability Statement on the Recruitment and Employment of Ex-offenders.

Additional Information

NB:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Equality & Diversity Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives and experiences to build our global

learning community. Through fused activity, the post holder must have an understanding of and commitment to promoting a global outlook.

All employees have an obligation to be aware of the University's Sustainability Policy, Climate and Ecological Crisis Action Plan, Travel Plan and associated documents, and to ensure that they carry out their day-to-day activities in an environmentally responsible manner and inspire students to do the same.

August 2025



Person Specification

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School / Service	Academic Services	Date: August 2025
SELECTION CRITERIA		Essential / Desirable
Knowledge (including experience & qualifications)		
A Level or equivalent intellectual capability		E
ECDL qualification or equivalent		D
Experience of working in a customer-facing role		E
Experience of working in a library		D
Understanding of the issues of client confidentiality including Data Protection		E
Understanding of copyright issues		E
Understanding of diversity issues		E
Experience of working in an educational environment		D
Skills		
Excellent general administration skills		E
Good MS Office skills (including Outlook, Word, Excel)		E
Ability to interrogate complex databases and online resources		E
Problem solving skills		E
Good level of numeracy		E
Ability to understand and interpret complicated regulations and explain these effectively to students and staff		E
Attributes		
Demonstrable commitment to customer service		E
Excellent interpersonal skills with the ability to communicate with staff and students at all levels/from all backgrounds		E
Commitment to own continuing professional development		E
Able to represent the University professionally and positively		E
Able to use initiative		E
Proven ability to cope in a high-pressured environment		E
Evidence of attention to detail		E
Well organised and able to prioritise tasks effectively		E
Proactive and self-motivated with the ability to work without supervision		E
Flexible approach to work		E
Works well as part of a team		E