
TITLE: Learning Resources Centre Assistant

GRADE: Scale 4

RESPONSIBLE TO: Campus Library Manager

PURPOSE OF JOB:

- To work with the Campus Library Manager and management team to ensure provision of a high-quality front-line service to learners and staff in the library and learning centre.
- To assist and support learners and staff in their use of the library and learning centre resources and services.

MAIN TASKS AND RESPONSIBILITIES:

1. In common with all other staff:

- 1.1 To support the College's mission, vision, values and strategic objectives.
- 1.2 To implement the College's Equality and Diversity policies and to work actively to overcome discrimination on grounds of all protected characteristics; sex, race, religion/belief, disability, sexual orientation, age, pregnancy/maternity, gender reassignment status, marriage/civil partnership status.
- 1.3 To take responsibility for one's own professional development and participate in relevant internal and external activities.
- 1.4 To implement the College's safeguarding policies and practices.
- 1.5 To implement your health and safety responsibility in line with the College's Health and Safety policy.
- 1.6 To contribute to the College's commitment to continuous improvement as identified in the College's quality assurance systems.
- 1.7 To ensure that data is handled in line with the General Data Protection Regulations.

2. In common with all other support staff:

- 2.1 To participate in College-wide projects and tasks.
- 2.2 To work in other support services areas to meet the specific needs of workload peaks.
- 2.3 Such other duties of a similar nature commensurate with the grade as may be required from time to time. This may/will require working in other campuses of the College.

3. Particular to the Post:

- 3.1 Work flexibly as part of the library and learning centre team to staff the counter/enquiry desk and IT service desk and participate in related duties including:
 - Using the library management system to record borrower and circulation data maintaining confidentiality and GDPR compliance.
 - Financial transactions.
 - Responding to face to face, email, online and telephone enquiries.
 - Taking bookings for library services and facilities.
- 3.2 Implement the organisational policies for handling information, physical and digital collections and related resources; using initiative to interpret user's needs and solve their problems.
- 3.3 Promote library content, collections and displays to highlight value and impact and sustain user interest.
- 3.4 Provide supervision and software support to students using the library and learning centre IT facilities including assistance with printing and guidance on accessing in-house systems.
- 3.5 Maintain a good working knowledge of the range of online learning resources and promote them to staff and students.
- 3.6 Maintain a good working knowledge of the physical library collection and be able to direct staff and students to appropriate resources.
- 3.7 Assist/support users in the research and retrieval of information from a range of sources, directing complex/higher level requests to a librarian or senior colleague, if necessary.
- 3.8 Assist students with disabilities and/or learning difficulties to access learning centre facilities as fully as possible, demonstrate any specialised equipment and report unresolved issues to the senior librarian.
- 3.9 Participate in stock management processes including shelving and tidying books and annual stocktake.

- 3.10 Contribute to the timely and accurate processing of all resources including adding new items to stock and withdrawal, relabelling and repairs of existing items.
- 3.11 Take individual responsibility for designated tasks as directed by the Campus Library Manager.
- 3.12 Supervise students using the learning centre, and promote an atmosphere conducive to learning, liaising with senior members of the team, duty manager and security staff to maintain an appropriate and safe learning environment.
- 3.13 In the absence of senior staff deal with all issues relating to the efficient running of the learning centre and student behaviour.
- 3.14 Contribute to the delivery of the induction programme.
- 3.15 Promote the LRC service and resources through attendance at college events.
- 3.16 Participate in the execution of the annual student survey.
- 3.17 Attend and input to team meetings and follow-up on individual action points.
- 3.18 Adhere to operational policy and procedure in the execution of day-to-day responsibilities.
- 3.19 Work with regard to regulations and policies on copyright, data protection, and health and safety.
- 3.20 Provide support at other centres, sometimes at short notice, to cover absence.
- 3.21 Any other duties within the scope of service delivery as required by the Group Director of LRCs.

4. Person Specification:

	Attribute	Essential	Desirable
4.1	Educated to level three OR with substantial experience of working in a library.	X	
4.2	Level 2 or above qualifications in English and Maths.	X	
4.3	Experience of working in an educational environment.		X
4.4	Excellent IT skills including experience of using Microsoft packages, operational databases and virtual learning environments.		X
4.5	The ability to understand and respond to requests for information and assistance and enable users to locate and utilise appropriate learning resources.	X	

4.6	Ability to work in a team.	X	
4.7	Professional manner and the ability to relate to and communicate effectively with staff and students within a busy and demanding working environment.	X	
4.8	An understanding of the needs of young people and adults in a further education context and the confidence to manage behaviour in the learning centre.		X
4.9	An understanding of and commitment to promote the college's equality and diversity policies and practical ideas for their implementation in this post.		X
4.10	An understanding of the importance of GDPR and its relevance to this post.		X

Additional Information:

Hours of work: Fixed daily start and finish times between 8.00 and 19.00 by agreement.

This job description will be regularly reviewed to ensure that it is an active description of the responsibilities and duties of the individual post holder and that these responsibilities and duties consistently match the needs of the College.