

Ref number	Category	Year
JD200		2021

## JOB DESCRIPTION

**Post Title:** Customer Support Librarian  
**Area:** IT & Library Services

**Post reference:**

**Location:**

**Salary:**

**Hours of work:**

### Purpose of Post

To provide a service relevant to the needs of XX Campus in accord with the strategic priorities of the College.

To be a proactive member of the Library team and to share the responsibility of providing a service that meets the needs of students and staff at all campuses.

To manage and develop an appropriate study environment.

### Principal Responsibilities

To line manage and support a team of Library Assistants.

To lead on the provision of a front- line service central to the support offered to XX Campus students.

To support and manage the provision of basic technical support and learning support in the use of the VLE, e-mail and software applications, face-to-face, via email and by phone.

To develop and maintain partnerships with XX Campus lecturers and managers, to encourage use of Library services and resources appropriate to their curriculum area.

To liaise with suppliers and manage the budget for XX Campus Library.

To maintain essential Library Management Systems, in liaison with IT Services, to ensure learning is effectively supported and administrative procedures are operating efficiently.

Develop and promote access to resources both in the Library and through a strong Virtual Learning Environment presence.

Provide support for the Moodle helpdesk.

To utilise a range of software, including web page design tools to support all aspects of the role.

To support and develop Library Assistants in their subject liaison role.

To deputise for the Senior Librarian when required.

To develop and deliver appropriate inductions and information skills sessions appropriate to the subjects taught at the XX Campus.

To represent the service at meetings with stakeholders.

Participate actively in the College's appraisal scheme and undertake appropriate staff development activities that support personal development and fulfil the corporate objectives of the College.

Implement appropriate quality management and assurance systems in accordance with College policy.

Implement and promote the College Policy for Equality and Diversity.

Contribute to the provision of a healthy and safe environment including the assessment of risk in-line with current Health and Safety Regulations and the College's policy on Health and Safety.

Be alert to any indication or allegation of abuse and take appropriate action under the College procedures for the safeguarding of children and vulnerable adults.



## PERSONNEL SPECIFICATION

**Post Title:** Customer Support Librarian

	CRITERIA	ESSENTIAL (E) OR DESIRABLE (D)
<b>QUALIFICATIONS AND TRAINING</b>	Degree level education GCSE A*- C in English and Maths (9 – 4) or equivalent Level 2 IT qualification or equivalent Teaching qualification (or a willingness to work towards a recognised qualification) Degree in Information and Library Studies or Postgraduate qualification in Information and Library Studies	E E E D D
<b>RELEVANT EXPERIENCE</b>	Experience of co-ordinating and developing a customer focused study environment Experience of utilising information learning technologies Experience of operating within multi-site facilities  Experience of supporting a diverse range of learners Experience of carrying out information skills sessions with students Experience of line managing staff	E E D  D D D
<b>SKILLS/ EXPERTISE</b>	Knowledge of student-centred learning, differentiation and inclusiveness in a study environment Good communication skills and the ability to liaise with staff in other areas of the College The ability to form and maintain appropriate relationships and personal boundaries with children and young people Knowledge of web page design tools or a willingness to undertake training Knowledge of a range of e-resources	E E E E E
<b>ANY ADDITIONAL FACTORS RELEVANT TO THE POST</b>	Must display a friendly, professional approach Must be able to deal with problems in an open and friendly manner Must be polite and display tact and diplomacy in dealing with all levels of students Have a flexible approach to working practices and be a good team member Ability to learn and adapt quickly to change	E E E E E



Must be willing to undertake continuing professional development to support the needs of the service  
Ability to work in a busy environment

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