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| **Job title:** Information Resource Technologist  **Reporting to:** Site Library Coordinator  **Base:** The Roundhouse, and other sites as required |
| **Hours:** 37 hours per week/52 weeks per year  **Contract Type:** Support  **Holidays:** 20 days per year pro rata subject to service increases (5 days increase after 5 years); plus 6 College closure days per year pro rata where applicable and 8 statutory days per year pro rata  **Salary:** £19,061 per annum |
| **Job Purpose**  To support the College in providing Library, EdTech and basic IT support to staff and students. |
| **Key Responsibilities**  **Direct Library Customer Service and Support**   * ***Enquiries and one-to-one support****:*   + To assist students and staff with their enquiries and information needs, using or directing them to appropriate information sources and where necessary, offering and providing assistance in the use of those resources.   + Providing an excellent customer service through staffing the library help desk and provide proactive interaction with students to support development of search skills and use of Library and information resources. * ***Circulation****:*   + Provide front line support to library users, including the loan and return of paper and electronic resources and equipment.   + Administer overdue reports, processes, and charges; reservation and ILL requests; operate the Library security system and people counters.   + Promptly shelve returned material and regularly ensure that the shelved resources are kept in appropriate order and tidy. * ***Inductions, workshops, demonstrations, and presentations****:*   + Working with the Library Service Coordinator, organise reader inductions and information literacy training.   + Promote, deliver, and assist with the design of, effective training to enable students and staff to be confident in using the library resources.   + Develop learning materials for promoting and accessing library resources.   + Demonstrate access to information sources (both internal and external). * ***Library Promotion:***   + In the library learning spaces, ensure that positive behaviours are displayed, and the facilities function smoothly; contribute to dealing with enquiries at a counter and remotely.   + Maintain and promote the Library’s current awareness service through signposting, SDI communications, Library Displays, the Library Moodle page, OPAC, and other media as appropriate. * ***Library resource maintenance***   + To participate in and administer the library’s resource selection and ordering and process for print and digital resources in liaison with the Library Services Coordinator, considering best value providers and speed of delivery; liaising with suppliers to resolve any problems with supply or payment.   + Manage the Library’s subscriptions to journals including, receiving, and processing incoming journals, liaising with providers to chase missing volumes, and processing renewals in consultation with the Library Service Coordinator.   + Process learning resources of all media types into and out of stock according to the correct procedures, including classification, cataloguing, repair, withdrawal, transfer, and general maintenance of resources. Where necessary, this will include liaison with senior library staff.   + To undertake routine stock maintenance tasks according to the correct procedures, including stock checking and stock review. To assist with the maintenance of the online library catalogue for all Library resources and equipment.   **Develop Information and Library Skills**   * Provide EdTech and systems support for students/staff on an individual or group basis. To raise awareness of and advise others on the use of online, web-based, and digital learning materials. * To be the point of contact for information and digital skills queries. * Promote, deliver, and assist in the design of effective training to enable students and staff to develop their information and digital literacy skills. * Assisting with the training and induction of new staff members in the promotion of library services and resources (for TLA and CPD).   **Collaborative working with curriculum and support teams.**   * Contribute to team meetings within the Library and across the College where appropriate as directed by the Library Services Coordinator/Learning Centre Coordinator. * Attend professional meetings and training. * Take on any other duties and projects as deemed necessary by the Library Services Coordinator/Learning Centre Coordinator. * In liaison with senior Library staff, work collaboratively with curriculum staff to ensure library resources are current, relevant and of sufficient quantities to support programmes of study, academic and personal progression, and development. * Engage with (and promote) strategies for ‘learning beyond the classroom’ including effective use of libraries for learning. * Work collaboratively with other relevant services to ensure that all students are supported effectively and appropriately. * Assist with the training and induction of new team members. * Assist and provide support for new college staff on library resources and EdTech systems.   **Technical duties**   * Provide basic software and hardware support to the College users and log IT support calls as appropriate. * Maintain an awareness of current IT issues * Maintain an awareness of (and adhere to) current IT Services and EdTech support procedures * Help and support Library users with Library software and equipment as required, such as enquiries regarding the use MS applications, logging on to computers, loading paper into photocopiers and printers, clearing paper jams, topping up printer credit, changing IT passwords etc. and reporting more serious problems to the IT helpdesk.   **Quality and Compliance**   * Understand and follow set quality standards, procedures and policies and contribute and monitor their review. * Take responsibility for meeting both individual and team performance targets. * Take responsibility for and continually update personal knowledge of information technology developments and college activities. * Demonstrate flexibility in responding to changing demands in personal, sectional or the College’s workload. |
| **Competencies and Experience**  ***Essential***   * Strong customer service skills in a busy environment, including working on an enquiry desk * Organisational skills, working to tight deadlines and managing personal workload * Excellent interpersonal, oral, and written communication skills at many levels, internally and externally * Providing training through workshops, webinars and one to one sessions * Accuracy and attention to detail * High level of information and computer literacy, including word processing, email, and spreadsheets * Ability to solve problems and take a creative approach to work   ***Desirable***   * Significant relevant library experience, including proficiency with catalogues, library management systems * Training users in information literacy skills * Experience of working in an academic library * Experience of working with young adults |
| **Knowledge**  ***Essential***   * Microsoft Office suite   ***Desirable***   * Data protection, GDPR and WCA Guidelines * Awareness of Equal Opportunities * Awareness of Copyright law * Awareness of Safeguarding * Awareness of Health and Safety |
| **Qualifications**  ***Essential***   * Evidence of pursuing a personal programme of continuing personal development and growth. * Level 2 English and Maths   ***Desirable***   * Relevant Level 2 qualification in Administration and/or Customer Service or willing to work towards * Honours Degree * Information Learning Technologies qualification |