Senior Library Assistant

GRADE 4

Job Purpose

To contribute to the provision of core reading list materials [print and electronic]. To assist with the acquisition, development, delivery, and promotion of the University Library's electronic resources.

Main Duties and Responsibilities

1. Contribute to the operation of the Reading Lists @ Glasgow service, particularly in the provision of digitised extracts of in-copyright materials under the terms of the Copyright Licensing Agency's UK Higher Education scanning licence. Ensure materials are available when students require these.

2. Assist with the acquisition of library resources [print and electronic] following University policies and procedures, including the supervision of purchases of teaching and research materials.

3. Monitor and maintain access to electronic resources and ensure prompt response to access queries reported by users.

4. Maintain timely, accurate data about electronic resources in a variety of systems used to enable access to, and usage of, electronic resources, such as the Electronic Resource Management System, link resolver, and discovery tool.

5. Establish and maintain effective communication channels with students, academic staff, college librarians, and vendors regarding electronic resource provision.

6. To liaise with publishers, suppliers and subscription agents regarding the technical aspects of subscription activation, access to resources, IP registration, usernames, passwords, and any other issues to ensure the smooth delivery of the library service.

7. Quality control book orders and invoices and supervise the procedures in respect of book supplier reports to ensure materials are purchased in a timely manner.

8. Process book invoices on the Library Management System, reporting issues as required.

9. Provide support to academic and administrative staff in creating and making available reading lists using relevant reading list software.

10. To train and supervise staff within Acquisitions and Access on Reading List and electronic resource processes, allocating and monitoring tasks and identifying and resolving training issues as required.

11. Undertake any other relevant library duties as directed by Senior colleagues.

12. Engage in reasonable professional development activities as appropriate.

13. To contribute to the enhancement of the University's international profile in line with the University's strategic plan

Qualifications
- Ability to demonstrate the competencies required to undertake the duties associated with this level of post, having acquired the necessary knowledge and skills in a similar role. Or, Scottish Credit and Qualification Framework level 5 or 6 [National 5 or 6, Scottish Vocational Qualification level 2 or 3] or equivalent, and experience of personal development in a similar role.

Knowledge, Skills and Experience

- High standard of accuracy and attention to detail.

- Excellent communication and interpersonal skills [written and oral].

- Ability to plan, organise and prioritise tasks, and react to changing issues/priorities as required.

- Proven initiative and judgement to resolve problems independently, or through a support team where appropriate.
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  Excellent IT skills, including Microsoft Packages, databases, internet and email.

- High degree of literacy and numeracy.

- Experience of working in a team and service provision environment.

In addition, the following Knowledge, Skills and Experience are desirable.

- Knowledge of authentication systems, e.g. EZproxy and Shibboleth.

- Familiarity with Discovery services and OpenURL Resolver technology.

- Knowledge of current issues surrounding Open Access in the UK.

- Knowledge of the Copyright Licensing Agency's Higher Education scanning licence.

- Knowledge of issues around reading list provision in a Higher Education environment.

- Knowledge of academic reading list software.

  Experience of using a Library Management System, including an Electronic Resource Management system [ERM].

- Previous experience of working with electronic resources in a Higher Education environment.

- Previous supervisory and training experience