

## Information Assistant



### Role Description

#### GRADE

Grade 3

#### LOCATION

Sighthill, Merchiston,  
Craiglockhart, Edinburgh

Role holders may be asked to change location from time to time to meet Service and developments needs and may be required to visit other campuses.

#### LINE MANAGER

Senior Information Assistant

#### Role Summary

The role of the Information Assistant is to provide efficient and effective day-to-day Library services to students, staff, researchers, and external members. The Information Assistant works in an agile and flexible, customer-focused team that supports all Library Services activities.

The Information Assistant is responsible for delivering a comprehensive and knowledgeable frontline library enquiry service, capable of addressing a broad range of enquiries face-to-face, online, and by phone. They also provide support to library customers in using a wide range of library and IT technologies and services.

Working closely with the Information and Operations Manager, Senior Information Assistants, and the Learning and Research Services team, the Information Assistant contributes to the development and improvement of Library services.

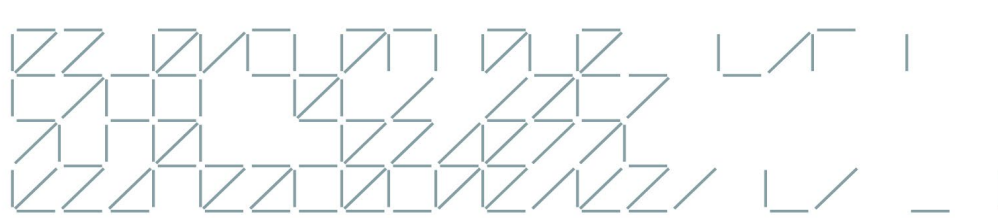
#### Line Management Responsibility for:

This role does not have any line management responsibilities currently.

## Main Duties and Responsibilities

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- Participate in the provision of front-line Library services at service points and maintain a suitable environment for study and research.
- Participate in the provision of front-line Library services, dealing with inquiries, supporting users in accessing resources and using IT applications, troubleshooting problems, and referring as appropriate. This may be face-to-face, by phone, or electronically.
- Actively promote and develop user capability to use self-service options. Promote and demonstrate the use of Library and IT resources, providing introductions and access to eResources and stock collections for staff, students, and visitors, and referring for further subject support as appropriate.
- Work to ensure the efficient and effective running of the Library operations by using the University-designated Library Management System and associated systems.
- Carry out procedures associated with the circulation and management of stock. Shelve, tidy, and display stock and maintain the good order of the Library Collections.
- Assist in processes relating to the acquisition and maintenance of library materials and equipment.
- Operate procedures for aspects of the document and inter-library delivery service and other services carried out on behalf of the library generally.
- Help to organize, coordinate, and deliver inductions, tours, and student orientations. Contribute to the promotion and development of services.
- Support and participate in promotional and user engagement events. Prepare and manage content on the Library's social media channels.
- Be responsible for ensuring that customer incidents and service requests are logged, progress tracked, and concluded satisfactorily using the University-designated Service Management System.
- Contribute to the development and documentation of working practices and processes, ensuring that they are robust and, wherever possible, standardized and repeatable to support the Library team in their day-to-day activities.
- Follow the Service Level Agreement and ITIL processes, ensuring incidents and queries are dealt with effectively and in a timely manner.
- Take responsibility for specific operational tasks under the supervision of the Manager or their nominee and contribute to the work of the wider Library team in general.
- Be proactive, engage with, and support a range of service improvement projects.
- Participate in financial processes.
- Keep abreast of new technology and develop such skills as are required to remain effective in this role.
- Undertake such training, re-training, and updating as may be necessary to fulfil the requirements of the above.
- Promote equality and diversity for students and staff and sustain an inclusive and supportive study and work environment in accordance with University policy.
- Undertake other such duties, at any location, as requested by the Information & Operations Manager or their nominee.



- Role model the University's values & behaviours.
- Be responsible for ensuring that the information and records processed (received, created, used, stored, destroyed) on behalf of the University are managed in compliance with ALL applicable legislation, codes and policies e.g. [Data Protection](#), [Information Security](#) and [Records Management](#).

## PERSON SPECIFICATION

### ESSENTIAL

### DESIRABLE

#### Education / Qualifications

- A degree and/or demonstrable equivalent experience.
- Alma Certified
- ITIL Foundation

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#### Skills / Experience

- Experience of dealing with a complex range of user needs and delivering appropriate service models to meet those needs
- Experience of handling customers enquiries face to face, by telephone and electronically
- Experience of using IT Systems and software applications in delivering an enquiry service.
- Experience of using a library and/or service management system.
- Proven ability to proactively offer support and promote services to users.
- A good knowledge of the traditional and emerging technology themes, which underpin the provision of library services.
- Good verbal and written communication skills, including the ability to communicate effectively with colleagues, students, and staff
- Customer focus – demonstrating good listening techniques to gain a thorough understanding of customer needs, interpreting requirements accurately, to develop technical solutions and deliver a prompt and efficient service
- Practical IT skills, including a good working knowledge of common Library and IT applications, internet, digital information services
- Ability to work calmly and systematically in a busy environment, to prioritise work and to meet agreed deadlines.
- Problem-solving and analytical skills with the ability to approach and resolve problems in a thoughtful and practical manner.

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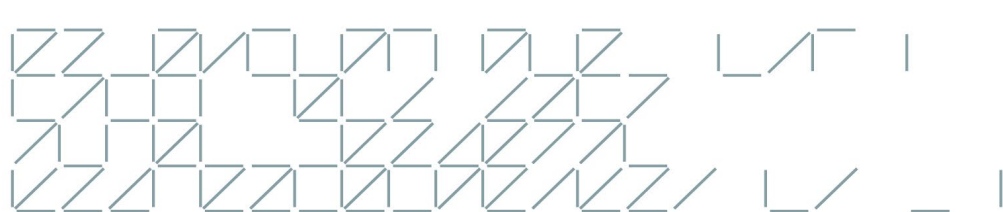
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- Experience of working in a library service team, preferably an academic library, within a large and complex user environment to achieve a high standard of service delivered.
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- Good levels of information literacy.
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- Experience of supporting students and academics using print and digital information resources.
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- Experience of using social media in a work environment
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