

Library Desk Assistant Library

The Role

Job Title	Library Desk Assistant (0.5 FTE)
Location	Library
Reports to	Library Services Administrator
Purpose	To provide a full and effective Library service desk to the students, staff and visitors of the Glasgow School of Art Library Services. Supporting the objectives of the Learning Resources department to provide the delivery, promotion and development of a high quality Service which supports the learning, teaching and Research strategies of the School. To provide a first point of contact for services users in an efficient and friendly manner, providing immediate responses to enquires or referring onwards as appropriate.

Principal Accountabilities

The principal duties and responsibilities of the post holder are as follows:

- Assisting with general library administration duties including issue and return of materials, renewals, re-shelving etc.
- Dealing with enquiries from users, using the library collection, online and web resources to provide an efficient, prompt service to students and staff.
- Supervision and delivery of the Library Click & Collect and Study Space Booking system, including book collection for students and coordination of study space usage.
- Ensuring any financial transaction are completed daily in accordance with Library procedures; including cashing up at end of each day; credit card transactions; ensuring accurate recording of daily financial transactions.
- Responsible for H&S of users, ensuring correct protocol is followed in relation to both current Coronavirus restrictions and pre-existing H&S legislation.
- Liaise with Senior Janitors, Learning Resources team, Learning Resources manager, general public;
- Possibility of evening and weekend working in accordance with any changes in Library opening hours.
- Assisting users in the operation of Library equipment; Library Management System, Pcounter, MFDs
- Enrolment of external users in line with procedures;

- Provide basic support to users of Library computer centre; Printing, PCs and Mac computers
- Ensure all user accessible equipment is operational, consumables replenished, fault, breakdowns reported;
- Any other duties commensurate with the grade and nature of the post.

Experience/ Qualifications

- Educated to Higher/HNC level (or equivalent)
- An interest in librarianship and information provision, particularly within the areas of art, design and architecture;
- Ability to work quickly and accurately, with minimal supervision and as part of a team;
- Excellent verbal and written communication skills;
- Experience in the provision of excellent customer service and administrative duties;
- Good level of IT skills; PCs and Mac
- Good interpersonal skills;
- Capable of working under own initiative as well as part of a team;
- Organised methodical approach to work with good attention to detail;
- Ability to handle and move library materials and an awareness of health and safety issues in a library environment.

Relationships

Internal

- Head of Learning Resources
- Library Services Administrators
- User Service Assistants
- Learning Technology Team
- Collections Team
- GSA Staff at all levels
- GSA Students at all levels

External (dependent on Coronavirus restrictions)

- External Library members
- Members of the public

Terms and Conditions

Contract:	Fixed term - six months
Probationary Period:	It is recognised that there is an inevitable “settling in” period in any post. The probationary period is therefore an opportunity for the employee to fit within the culture of the School. It should be determined during this time whether the job is in line with expectations as expressed in pre-appointment discussions and interview and as set out in the Job description. The probation period for this role is one month.
Hours of Work:	17.5 hours per week
Salary:	Grade 2 £17,361 - £19,612 per annum (pro rata)
Holidays:	30 days plus 11 statutory holidays per annum pro rata
Pension:	Option to join Local Government Pension Scheme
Notice Period:	One month