

**Library Desk Assistant (Term only Zero hours contract)
3 Posts (Variable hours per week)**

The Glasgow School of Art

The Glasgow School of Art is one of Europe's leading higher education institutions for creative education and research. We are organised into three schools - the School of Design, the School of Fine Art, and the Mackintosh School of Architecture with the Forum for Critical Inquiry providing a key component to all undergraduate degrees in art and design. The School has over 350 full and part-time staff and has an annual turnover in excess of £20 million. Over 84% of academic staff are research active.

Our distinctive, specialist, practice-based education in architecture, design and fine art is internationally recognised. Over 20% of our 1,900 student are international and the School continues to be an institution of choice for many Scottish students, reflecting the important role the institution has within Glasgow and nationally within Scotland.

The GSA is an environment in which difference is encouraged and diversity of background and approach is valued. We share a passion and concern for visual culture and this is central to our vision to provide world-class creative education and research which make a significant economic, educational, cultural and social contribution.

The Library

The Library is part of the School's Learning Resources Department which also includes Archives and Collections, Computer Centre and eLearning. The Library holds one of the leading art, design and architectural collections in the United Kingdom. Having existed since the foundation of the School in 1845, it holds over 60,000 items in the print collections with several thousand e-journals and e-books in the digital library.

The department received national recognition in 2010 when it won the Outstanding Library Team category of the Times Higher Education Leadership and Management Awards.

The Library increased its opening hours for a pilot period in January 2015 to meet the needs of diverse student and staff requirements. This has proven successful and we now require additional staff to support and ensure a continued efficient and valuable service.

The Role

Job Title	Library Desk Assistant
Location	Library
Reports to	Learning Resources Manager

Purpose

To provide a full and effective Library service desk to the students, staff and visitor of the Glasgow School of Art Library and Learning resources department. 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;
- Ensuring cash 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.
- Supervision of Student support assistants, ensuring tasks and scheduled work is completed; including induction of Student support assistants.
- Solely responsible for ensuring opening and close down of department at weekend and evenings.
- Responsible for H&S of users and Student support assistants, ensuring correct protocol is followed.
- Liaise with Senior Janitors, Learning Resources team, Learning Resources manager, general public;
- Feedback at monthly team meeting providing
- Monitoring usage and providing statistics daily on extended hours opening for LR manager;
- 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/Skills

- 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.

Organisational Chart

See Appendix 1

Relationships

Internal

- Head of Learning Resources
- Learning Resources Manager
- Academic Liaison Librarians
- Learning Resources team, including Archives and Collections Centre staff
- Staff at all levels
- Students at all levels

External

- External Library members
- Members of the public

Terms and Conditions

Contract:	Zero hours Term only
Probationary Period:	3 months. 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.
Hours of Work:	Zero hours contract 11-15 hours per week – 5-10pm Mon – Friday Weekend shifts 8am-1pm / 1pm-6pm
Salary:	Grade 2 £16,341 - £18,777 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

Name:

Date:

Appendix 1

