

Library Assistant (0.6FTE) Permanent

The Glasgow School of Art

The Glasgow School of Art (GSA) is one of Europe's leading independent university-level institutions for the visual creative disciplines. Our studio-based, specialist, practice-led learning and research draws talented individuals with a shared passion for visual culture and creative production from all over the world.

Originally founded in 1845, today we have 2150 students studying across architecture, design, digital, fine art and history and theory. As we develop new academic programmes and enhance our areas of expertise and inter-disciplinarity, our ambition towards 2018 is to continue to grow our student community in Glasgow to our 25% target, and continue to grow our research profile and campuses in Singapore and the Scottish Highlands and Islands. Our internationalisation strategy is embedded across our academic programmes and research, connecting the GSA with some of the world's leading universities and specialist higher education institutions.

Recognised by the Scottish Funding Council as an independent, specialist institution the GSA is an important and integral part of Scotland's higher education provision. Working in partnership with universities across Scotland and the UK, our degree programmes are validated by the University of Glasgow. The University of Glasgow has validated our programmes since 1992 and whilst the Senate of the University has ultimate responsibility for the awards, there is maximum delegation to the GSA for its own quality assurance procedures. The School, through its Academic Council, is also responsible for the development, monitoring, evaluation and updating of its academic framework.

Our 185 academic staff, 80% of which are research active, form a strong creative community united in the ambition to see GSA positioned as a global leader in studio based research and teaching, transforming thinking by developing creative approaches with new audiences, locally, nationally and internationally. As one of the UK's largest and most intensive research communities for the visual creative disciplines, GSA's research activity is clustered into the following interdisciplinary themes:

- Architecture, urbanism and the public sphere
- Contemporary art and curating
- Design innovation
- Digital visualisation
- Education in art, design and architecture
- Health and wellbeing
- Material culture
- Sustainability

Moving forward GSA has ambitious plans to develop its research profile further through internal collaboration and new partnerships with National and International Organisations. We recognise the distinctive contribution made by visual creative disciplines within the rapidly growing interdisciplinary research agenda and seek to position GSA as a global leader in this field. This will involve development and mentoring of GSA's own research talent, recruitment of the best new staff, the securing of higher levels of external research funding to support research projects and further growth in the scale and activity of GSA's PhD community.

While we are firmly rooted in Glasgow, one of Europe's leading creative cities, we are international in outlook with one of the UK's highest percentages of international students and one of Scotland's largest percentages of students from the rest of the UK. Over the last five years over £65 million has been invested in our estates including the recently opened Reid Building. Further investment is currently being planned which will create a cohesive creative campus with the iconic Mackintosh Building at its core.

We have a total income of over £30m, and our aim is to cultivate conditions in which the GSA can continue to achieve great things through what we do, with whom we do it and through creative approaches build on our existing strengths and distinctive assets, in order to:

- Achieve excellence and leadership in student-centred studio-based learning
- Engage with new audiences through inter-disciplinary research
- Extend our global reach and creative engagement
- Be a robust and efficient institution – maximising our resources and our potential

The Studio

Our studio-based approach to learning and innovation has particular relevance in the 21st Century. The place of the studio in creating the environment for inter-disciplinarity, peer learning, critical enquiry, experimentation and prototyping can help to address many of the grand challenges confronting society and contemporary business. It provides space to bring disciplines together, exploring problems in new ways to find innovative solutions. Studio is at the heart of our pedagogy, how we work and how we engage with others.

Job Title	Library Assistant (0.6 FTE)
Location	Library
Reports to	Learning Resources Manager
Purpose	<p>The Library is part of the Learning Resources Department which also includes Learning Technology and Archives & Collections.</p> <p>The GSA Library holds one of the leading art, design and architectural collections in the UK. It comprises over 80,000 books and 300 current periodicals from around the world, plus a comprehensive and expanding range of electronic resources.</p> <p>The Library prides itself in offering an inclusive facility that is accessible to all. The service is user-led and students are encouraged to shape provision. The Library's mission to inform and inspire students is reflected in the broad range of its collections which include material on philosophy, cultural studies and sociology, in addition to the traditional art, design and architecture subject areas.</p> <p>Working as part of the Library team, the post-holder will provide assistance and support to students and staff of the GSA and contribute to the provision of a first rate library service. They will be involved in the daily operation of the service, ensuring that the main desk (the primary point of contact with users) is operated in an efficient, customer focused and friendly manner.</p> <p>They will also be responsible along with colleagues for ensuring all Library processes –processing of Library materials, ordering, management of overdue items, reading lists process, Inter-Library loans - are maintained efficiently.</p>

The Role

Principal Accountabilities

- Assisting with general library administration duties including the issue and return of materials, renewals, re-shelving etc. This will include duties outside of core hours;
- Dealing with enquiries by using the library collection, online and web resources in order to provide an efficient prompt service to students and staff;
- Contribute along with the Library team to ensure Library services are efficient and meet the needs of users;
- Ability to liaise effectively with academic staff and students to develop library services and support their needs;
- Contribute to management of Library systems and processes to meet department objectives.

Main Duties

- Providing an efficient, user focus front of service provision including self-service, issue, renew and re-shelving;
- Assist students and staff in their use of the Library by handling routine, procedural, policy and collection enquiries;
- Maintaining membership databases for users including students, staff, SCONUL access, external borrowers and other visitor to the department;
- Assisting in the training and guidance of new members of staff and student support assistants;
- Assisting users in the use of the departments print management system, using print facilities and photocopying within the terms of the Copyright Act;
- Payment handling including, receiving monies for membership fees, fines and cashing up as part of shut down routine;
- Operating shut down routines for the integrated library system and other library equipment at closing time;
- Any other duties commensurate with the grade and nature of the post.

Relationships

Principal Internal Contacts:

- Head of Learning Resources
- Academic Liaison Librarians
- Learning Resources team, including Library, Archives and Collections and Learning Technology staff
- Internal supports departments
- Staff at all levels
- Students at all levels

Principal External Contacts:

- Visitors and External Borrowers
- Suppliers/contractors

Person Specification

Experience / qualifications

- The post holder will be educated to Higher/HND level.
- Relevant experience of customer service and administrative duties.
- Relevant library experience preferably in Further or Higher Education or in an art/design/architecture work environment an advantage.
- Experience using Library systems and virtual learning environments.

Skills and attributes

- Relevant experience of customer service and administrative duties;
- Ability to work quickly and accurately;
- Excellent verbal and written communication skills;
- Excellent interpersonal skills;
- Good level of IT skills including keyboard skills and experience of Microsoft Office;
- Digitally literate, experience using systems such as Library Systems, virtual learning environments and social media;
- 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 work to deadlines and remain calm under pressure;
- Ability to handle and move library materials and an awareness of health and safety issues in a library environment;
- A strong commitment to diversity and equality.

Terms and Conditions

Contract	Permanent
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 also be determined during this time whether the job is in line with expectations as expressed in pre-appointment discussions, interview and as set out in the Job Description. The probation period for this role is 6 months.
Salary	Grade 3, £18,940 - £21,843 per annum pro rata
Hours	(0.6FTE) 21 hours per week
Holidays	30 days plus 11 statutory holidays per annum pro rata
Pension	Option to join the Local Government Superannuation Scheme
Notice Period	1 month