1. JOB DETAILS
Job Title: Library Site Assistant
School/Support Department: IS/Library, Museums & Galleries
Unit (if applicable): Various
Line manager: Site & services Supervisor (SSS)

2. JOB PURPOSE
To provide a full and effective range of Library services to students and staff of the University of Edinburgh and associated institutions, and many other external users and visitors.

3. MAIN RESPONSIBILITIES
- Providing a front line response to users either in person, by phone or e-mail, in order to assist in the use of the Library. This would include procedural and directional guidance, assistance in locating library materials, and in the use of the Catalogue and other online information sources. Opening and closing routines as required.
- Operation of the Library online or manual stock circulation and patron registration system (operating a front desk University Card Service for replacement of student and staff University cards, where this service exists), enabling users to borrow or consult stock and ensuring its timely and orderly return to the shelves. Handling cash for payments such as fines, registration fees, and sales and ordering of stationery and photocopy cards
- Sorting and shelving items after use in order that users can locate items that they require as soon as possible. This may include tidying and reorganising books on shelves and investigating missing items.
- Participation in other background Library tasks as required to meet the needs of the Library and its users such as processing of inter-library loan requests; processing journals; routine bibliographic processing and maintenance of stock including organising binding consignments or additions to the Reserve Collection; Special Collections routines;
- Attend Library groups where appropriate e.g. H&S Committee

4. PLANNING AND ORGANISING
The postholder would normally be supervised by a Senior Library Site Assistant, although reporting to the SSS or Site Operations Supervisor for line management. Much of the work is generated by Library users. Additional tasks are assigned by a supervisor. The postholder would approach a supervisor for advice and guidance on Library procedures e.g. for exceptions to Library Regulations, registration eligibility and dissatisfied users.

5. PROBLEM SOLVING
- Building up local subject knowledge to enable handling of local enquiries, and knowing when to refer enquiries of a more complex nature to a supervisor or electronic service.
- Assisting with procedural and directional enquiries, such as users having difficulty finding books.
- Dealing appropriately with users’ problems for example with fines, and being able to explain Library policy. Knowing when to refer such problems to a supervisor

6. DECISION MAKING
Decisions taken by postholder
- application of Library procedures and policies to a given set of circumstances
- In common with all Library staff, the job holder is responsible for ensuring that Library Regulations are upheld
Decisions referred to supervisor
- problems which appear to be on the margins of, or outwith, standard Library procedures and policies

7. KEY CONTACTS/RELATIONSHIPS
Internal
- Potentially all Library users: to provide a full front line service
- Other Library and University Staff: to discuss various aspects of daily work. To answer questions, and instruct less experienced colleagues

External
Staff and students of other institutions, members of the public, overseas visitors: to provide information on access as per Library regulations and to give general directional advice
Such working relationships may be on a formal or informal basis, face to face, through written or phone communication

8. KNOWLEDGE, SKILLS & EXPERIENCE NEEDED FOR THE JOB
• Front line customer service experience
• Accurate and methodical approach
• Capable of fulfilling the physical demands of the role, such as moving large numbers of books and using trolleys to transport them
• IT literate
• Openness to new forms of IT and Library processes
• Good communication and interpersonal skills
• Ability to be flexible and to deal calmly with problems as they arise
• Ability to work independently as well as in a team
• Experience of working in an academic library is desirable

9. DIMENSIONS

<table>
<thead>
<tr>
<th>Circulation 2004/2005</th>
<th>User Community</th>
</tr>
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<tbody>
<tr>
<td>First Loans</td>
<td>• Student Load 2004/5</td>
</tr>
<tr>
<td>Moray House Library 71,000</td>
<td>Total student count: 23,700</td>
</tr>
<tr>
<td>Law &amp; Europa: 67,000</td>
<td>Moray House: 2,136</td>
</tr>
<tr>
<td>New College: 28,000</td>
<td>Law: 1,241</td>
</tr>
<tr>
<td>Science &amp; Engineering Libs (3 sites) 48,000</td>
<td>New college: 397</td>
</tr>
<tr>
<td>Medical/Vet Libs (6 sites) 37000</td>
<td>Coll of S&amp;E: 5526</td>
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</tbody>
</table>

On-Site Library Staff (including postholder)

Note: Site & Services Supervisor [SSS]; Senior Library Site Assistant [SLSA]; Library Site Assistant [LSA]

<table>
<thead>
<tr>
<th>MHL 1 SSS; 1 SLSA; 6 LSA (all p/t)</th>
<th>• Academic Staff 2004</th>
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<tbody>
<tr>
<td>Law: 1 SSS; 1 SLSA; 6 LSA (all p/t) 1 Student Shelver (p/t)</td>
<td>Total staff count: 7400</td>
</tr>
<tr>
<td>NCL 1 SSS; 1 SLSA; 2 LSA (all p/t), 1 Student Shelver (p/t)</td>
<td>MH: 197</td>
</tr>
<tr>
<td>S&amp;E Libs: 1 SSS, 9 SLSA (7 p/t), 4 LSA (3 p/t) 1 Site Shelving Assistant (p/t) 1 Messenger</td>
<td>Law 70</td>
</tr>
<tr>
<td>Med/Vet Libs: 1 SSS, 2 Senior Library Assistants, 8 SLSA (5p/t); 2 LSA(1p/t)</td>
<td>New College 30</td>
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10. JOB CONTEXT AND ANY OTHER RELEVANT INFORMATION

Postholder may be asked to carry out similar tasks on any site Library, with appropriate local training and supervision. Opening and closing routines, including setting up all facilities and clearing and securing of the Library (including assisting with emergency evacuation), with the help of the local servitor, as available, and setting security alarm may occasionally be required.

Postholder will be required to work alone for brief periods, reporting to the SSS or Site Operations Supervisor, or other appropriate manager.

Each site has local variations of work such as:-

- New College Library – Special Collections work; service to the Church of Scotland
- Law & Europa Library – Law statutes & cases; Scottish & European Parliament Documentation
- Moray House Library – Service to students on placement/part-time teaching certificate courses
- Science Libraries – multi site service; high use of electronic resources
- Med/Vet libraries - service to NHS/Veterinary Clinical Staff and professionals; high use of electronic resources; physical dispersal of sites

and as such, the proportions of time spent on various duties would differ from site to site.