

JOB DESCRIPTION



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| Job Title: | Collections Assistant |
| Job ref: | LIB817 |
| School/Service | Library & Student Support |
| Campus: | Hendon |
| Grade: | Grade 4 |
| Salary: | £24,175 - £27,578 per annum (inc Outer London Weighting) |
| Period: | Permanent |
| Reporting to: | Subscriptions Manager or Book Acquisitions Manager |
| Reporting to | |
| Job Holder: | None |

Overall purpose:

The role holder will be a member of the Collections team responsible for the delivery of high quality, customer-focused library services at Middlesex University, which support teaching, learning and research activities by contributing to the efficient acquisition, maintenance and provision of access to library resources to students, staff and researchers.

Members of the team will be divided into two teams supporting either the Acquisitions Manager or the Subscriptions Manager. It is expected that there will be regular rotation between teams to ensure that experience and knowledge is shared between staff. All members of the team will be expected to assist with projects as well as assisting other members of the directorate, including the Document Delivery Coordinator, Transnational Library Liaison Manager, Liaison Manager and Liaison Librarians as requested.

Principal duties:

General duties:

1. Assist in the efficient and timely operation of the acquisitions and subscriptions processes from the placing of orders to the delivery of materials
2. Use the Library Management System acquisitions and subscriptions packages to place and record orders, receipts and invoices for items requested
3. Produce regular reports of management information to assist in the development of the collections
4. Assist the Head of Collections and other members of the Library & Learning Enhancement directorate in projects to develop and enhance the collections
5. Provide support as requested to the Library Liaison team. This may include producing materials, or assisting in the Materials room, Financial Markets lab or Teaching Resources room
6. Provide assistance as requested to the Document Delivery Coordinator and Transnational Library Liaison Manager. This may involve help with processing inter library loan requests, answering enquiries from students based off site, or providing information to staff at collaborative partner institutions.

Subscriptions processes

1. Work with the Subscriptions Manager to ensure that journals, databases and other subscriptions are managed effectively to provide relevant materials to users in a manner which is easily accessible
2. Ensure that access to electronic resources is maintained through regular monitoring of the provision of electronic links to subscribed materials

3. Assist the Subscriptions Manager in keeping track of licence terms and conditions
4. Collate and organise usage data for electronic resources to assist the Library Liaison team in making evidence based decisions about subscription renewal.
5. Utilise the LMS claims function to try to ensure speedy delivery of materials
6. Contribute to the effective/efficient responses to user queries, ensuring that electronic access problems are resolved quickly.
7. Administer purchase, renewal and cancellation of subscriptions in consultation with the Library Liaison Team
8. Ensure that new hard copy journals are processed and made available for users to consult within agreed timeframes.

Book acquisitions processes:

- Work with the Acquisitions Manager to ensure that reading lists are managed effectively: creating new and updating existing reading lists on the TALIS Aspire Reading List management system. This will involve checking for additional copies of existing texts, new editions and ebooks, and providing access and links to journal articles, book records, and multi-media materials. Assist the Acquisitions Manager in collecting and collating data from academic staff about essential texts for the eBooks project
- Troubleshoot problems and liaise with the TALIS Aspire and Kortext support teams
- Liaise with academic staff and programme administrators to answer queries and gather information as required to support the Reading list and Etextbooks project
- Take responsibility for book ordering including the processing of book orders, updating order records and cancelling of undelivered items within agreed guidelines.

Collections support:

- Action Library Management System reports including weekly and monthly reports to ensure the Circulation records are accurate.
- Undertake all tasks associated with the effective management of the lending print collections in University Library premises including daily and ad hoc tasks and activities; planned stock moves and disposals.
- Liaise with other service teams as appropriate to ensure that student enquiries are promptly and accurately resolved.

Other duties:

- Undertake other duties and specific projects as requested by the Acquisition and Subscriptions Managers
- Take part in tasks which may involve manual handling.

PERSON SPECIFICATION

Job Title: Collections Assistant
Campus: Hendon
Grade: Grade 4

Education:

Essential:

- GCSEs or relevant experience
- To have evidence of a continuing ability to learn
- To have experience of working in a library or customer service support role
- To have excellent organisational skills
- To have excellent communication skills in a range of media
- To have excellent interpersonal skills
- To have experience and confidence with a range of IT applications including MS Office and a willingness to develop expertise in the use of technology and other software packages
- To be accurate and methodical under pressure
- To have the ability to prioritise own time and tasks
- To be a team player with a flexible attitude who works well with others
- To have the ability to work on own initiative to resolve a range of problems with demonstrable experience of prioritising and operating to tight deadlines whilst under pressure.

Desirable:

- A degree or equivalent in a relevant subject
- To have relevant experience using automated purchasing systems packages
- To have experience of working in an academic library
- To be familiar with automated purchasing processes
- To be familiar with automated library systems

Hours: 35.5 hours per week actual daily hours by arrangement. Some evening and/or weekend working may be required.

Leave: 25 days per annum plus eight Bank Holidays and seven University days taken at Christmas. Annual leave for part-time staff is pro-rata.

Flexibility: Please note that given the need for flexibility in order to meet the changing requirements, the duties/ location of this post and the role of the post-holder may be changed after consultation.

For staff working on the helpdesk only:

Uniform/identity: The Helpdesk team may be required to wear a uniform and a name badge

No Parking at Hendon campus: there are no parking facilities for new staff joining our Hendon campus, except for Blue Badge holders. If you are applying for a post at our Hendon Campus please ensure you can commute without using a car.

Information on public transport to Hendon can be found here:

<https://www.mdx.ac.uk/get-in-touch/directions-london>

We offer an interest-free season ticket loan, interest-free motorbike loan, and bicycle and motorbike parking and changing facilities.

Flexible working applications (including part-time working) will be considered.

The postholder should actively follow Middlesex University policies and procedures and maintain an awareness and observation of Fire and Health & Safety Regulations.

If you wish to discuss the job in further detail please contact Becky Coles, Subscriptions Manager : B.coles@mdx.ac.uk : Tel 0208 411 6434

If selected for interview, you will hear directly from someone in the Service, usually within 3 weeks of the closing date. If you do not hear from us you may assume that your application was unsuccessful.