



Job Description

This form summarises the purpose of the job and lists its key tasks. It is not a definitive list of all the tasks to be undertaken as those can be varied from time to time at the discretion of the School, in consultation with the post holder.

Job title: Library Systems Assistant

Department/Division: Library, Digital Scholarship & Innovation Group

Accountable to: Online Services and Systems Manager

Job Summary

One of two Groups within the Library, the role of the Digital Scholarship and Innovation Group (DISG) is to develop our digital services and explore ways in which the Library can support research, learning and teaching in new ways in a digital environment. The Group is made up of six teams (Collections Management, Digital Library, Metadata, Online Systems and Services, Operations and Development, and Research Support) which work closely with each other and with colleagues across the Library.

The Online Services & Systems (OSS) team is currently a small team, connecting with teams across the library and various areas across the School. They are responsible for managing both the Library Management system, the Online Discovery System and other integrations associated with them.

The Library Systems Assistant will be responsible for the day-to-day co-ordination of the first line support for the OSS team, advising library colleagues, LSE staff and students, answering queries on system related issues and referring on problems as required. Working closely with the Library Systems Officer, they will be responsible for documenting issues and solutions, assisting with training requirements, producing system documentation to support workflows and for the elementary administration of the LMS and discovery systems. They will also assist the team to identify relevant new developments and with the implementation of current or new library management and discovery system functionality. Though primarily focused on the library management system (Alma) and discovery system (Primo), they will also be required to assist with the support and troubleshooting of integrations with other systems within the Library and those we connect with across the wider School.

Candidates should have well developed IT skills and a keen willingness to learn new skills. They should have the ability to communicate with a range of stakeholders including internal colleagues and third-party suppliers, explaining to both technical and non-technical audiences, adapting communication as required. They will have a creative and proactive approach to service development and problem-solving. They will be able to act independently, identifying and resolving problems but also have a proven ability to work well as part of a team, supporting other team members to achieve objectives.

In addition to their specific responsibilities, Library staff are encouraged to support the Library's wider services to students, researchers, academics and members of the public by taking part in special projects or working groups.



Duties and Responsibilities

Specific Responsibilities

- Using customer support skills to act as first line support and contact for the Library management and discovery systems. Provide initial advice on functionality and procedures, triage queries to relevant colleagues as needed.
- Manage the day-to-day administration of the LMS mailbox, basic Teams enquiries or alerts. Ensure colleagues are kept aware of updates or developments and response timescales are met.
- Apply initiative to respond to and resolve requests for assistance, incidents and problems. Use judgement to refer to team colleagues when further investigation is required.
- Plan and prioritise the OSS team's workload in mailbox, for projects and working groups. Help to maintain a schedule of team priorities.
- Develop and maintain knowledge of Library management (Alma) and Discovery systems (Primo), associated procedures and processes. Complete online training and attend webinars or events.
- Develop an understanding of the role of library teams, their use of systems, workflows and any pain points, aiding support and guidance. Effectively communicate information and/or solutions to a variety of levels of system users.
- Work across library teams and working groups to assist with service requests, training and information needs. Provide support of the LMS admin tasks, assist with the co-ordination of information and or training for other colleagues supporting the administration of Alma and Primo.
- Liaise closely with Library teams such as Enquiries, Reader Services, Subscriptions, Metadata, and or other stakeholders, monitoring and communicating any wider system issues, changes or updates as required in an effective and timely way.
- Be an active member of a small team working with numerous groups and project teams across the library and School. Help the team to build strong, positive relationships with colleagues.
- Provide support for the Start of Academic Year system data intake, troubleshooting issues and liaising with colleagues as required.
- Be familiar with School policies on technology, including information on areas such as authentication, data protection, cybersecurity and business continuity. Attend training as required.
- Support the Systems Officer and other library teams as needed with configuration or maintenance tasks on systems and integrations.
- Work closely with the Systems Officer to assist with testing and the implementation of current or new Library Management or discovery system functionality as required.
- Provide administrative support for the Library Systems Working Group (or equivalent), arranging meetings, taking minutes, preparing papers and assist with monitoring progress.
- Provide support to the Systems Officer with developing, implementing, and documenting operational processes for system maintenance for use by library colleagues.
- Assist the Systems Officer with feedback from colleagues and library users. Collaborate to identify and make recommendations for continuous improvements to Library systems.
- Provide support to Library teams requiring assistance with generating statistics, reports or data analysis from the Library Management systems.
- Build good working relationships with system suppliers, maintaining awareness of new developments or changes.



- Join professional/relevant mailing lists to maintain knowledge of current developments and issues.
- Participate in local and national professional networks to share best practice and monitor new developments in library systems.

General Responsibilities

1. To undertake other duties in support of the work of the Library, as required, particularly as services develop and change.
2. Supporting the Systems officer and Online Services and Systems Manager as may be required.

Flexibility

To deliver services effectively, a degree of flexibility may be required in the duties performed in order to meet the exigencies of service. Job roles may also naturally develop over time and ongoing substantial changes to a role will be discussed between line managers and their staff, with job descriptions updated as and when appropriate.

Equity, Diversity and Inclusion (EDI)

LSE is committed to building a diverse, equitable and truly inclusive university. All posts (and post holders) will seek to ensure diversity and inclusion, while opposing all forms of unlawful and unfair discrimination on the grounds of age, disability, gender identity, marriage and civil partnership, pregnancy and maternity, race, nationality, ethnic or national origin, religion or belief, sex and sexual orientation, or social and economic background.

Ethics Code

Posts (and post holders) are assumed to have a responsibility to act in accordance with the School's Ethics Code and to promote the principles and values that the Code enshrines. The Ethics Code clearly states that the whole LSE community, including all staff, students, and governors of LSE, are expected to act in accordance with the principles which are set out in the Code. As such you are required to read and familiarise yourself with it. The School's Effective Behaviours Framework is designed to support this Code. It sets out examples for the six behaviours that all staff are expected to demonstrate, these can be found on the following link: [click here](#)

Environmental Sustainability

The post holder is required to minimise environmental impact in the performance of the role, and actively contribute to the delivery of the LSE Environmental Policy.