



## 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 postholder.

**Job title:** Library Assistant

**Department/Division:** Reader Services /Library

**Accountable to:** Deputy Director & Head of Academic Services

### Job Summary

Founded in 1896, the London School of Economics and Political Science (LSE) is one of the foremost social science universities in the world. The Library of LSE provides one of the best social science collections in any university – supporting the research and teaching of LSE, as well as opening its doors to the wider world.

The Library's Central Services team is responsible for delivering a range of services to support users of LSE Library, including online membership services, circulation services, and management and delivery of The Women's Library Reading Room service used for consultation of archival and special collection material. Library Assistants provide face-to-face customer service working at the Library's service points. Additionally, they are responsible for a range of frontline administrative tasks which underpin the work of LSE Library, including answering user enquiries via email and telephone and data entry.

LSE Library is a busy academic library with a diverse membership, including students, researchers, academics and members of the public. The post holder will be expected to demonstrate a proactive and flexible approach to customer service and to assist in the work of other Library teams when required

### Duties and Responsibilities

#### General Responsibilities:

- Answering standard enquires relating to Library:
  - information resources including the library catalogue, archival catalogue, resource discovery tools, e-resources and print collections;
  - services including lending, opening hours, membership
  - facilities including Visitor & Data PCs, locker hire and IT facilities.
- Resolving problems for users relating to Library services and facilities, liaising with the Enquiry Services team where appropriate.
- Invoicing and dealing with e- payments for lost materials.
- Provision of additional services for users with a range of disabilities.



- Providing supervision of The Women's Library Reading Room.
- Liaising with colleagues from other Library Service Groups, the School and other libraries, as necessary to ensure excellent customer service.
- Updating web pages and publicise services, as required.
- Collecting and present statistics, and run systems reports.
- Monitoring and order supplies of stationery and other equipment.
- Training other staff in Library procedures and assist in updating training materials.
- To undertake other duties in support of the work of the Library as may be required, particularly as services develop and change.

#### **Specific Responsibilities:**

##### Membership Services

- Process applications for Library membership from alumni, members of reciprocal access schemes and members of the public.
- Verify and record information about LSE Library users on School systems as part of the registration process.
- Print and issue Library membership cards to enable access during advertised opening hours.

##### Reader Services enquiries and provision of services

- Answer more complex enquiries concerning the services and facilities that are managed by the Reader Services Team, including The Women's Library Reading Room, lending and ensuring efficient circulation of materials, locker hire, additional provision for mature students and part-time students and services for users with disabilities.

##### Other Specialist Services

- Administering lost item invoicing and pursuing unreturned items.
- Administering the hire of Library lockers.
- Administering online services, such as visitor application processes.
- Providing support for users with disabilities including a buddying service, fetching items from the Library shelves & photocopying.

**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.