

The University of Manchester

Job Description

Job title:	Reader Services Assistant
Reports to:	Reader Services Coordinator
Organisation unit:	University of Manchester Library: Cultural Practices
Date:	January 2021
HERA:	MAPPS-UML-CP-DC-I (256, Grade 3)

Overall purpose of the job:

- To provide an efficient and effective reader service to Special Collections customers

Key responsibilities:

- To contribute to an environment that values and celebrates the diverse nature of the University of Manchester's population and to take positive steps to achieve equality in the workplace and to both meet and exceed our obligations under equality legislation
- To provide an efficient and effective Special Collections reader service by:
 - assisting in the identification and interpretation of readers' requirements, and locating and retrieving required books, maps, manuscripts, archives, art and visual collections
 - issuing books, maps, manuscripts, archives and art and visual collections to readers (this will include the handling of specialised and rare material), and re-shelving them after use
 - assisting in the recording of items, especially uncatalogued material, before issuing them to readers
 - active invigilation of the reading room
 - assisting in documenting transactions with readers, staff and institutions, including other Divisions of UML, for security purposes
 - assisting in dealing with referred reader service enquiries
 - assisting in providing a photocopying service for users including keeping records of transactions
 - assisting in the production of statistics on the use of Special Collections
 - using and maintaining an up-to-date knowledge of the discovery tools, library management system, Emu, LUNA and other computerised systems relevant to the application of duties as appropriate
- To assist the Reader Service Coordinator in keeping procedures and policies up to date and under review as necessary, and assisting with the communication of these to customers
- To participate in the collection of data about the Library service, including obtaining feedback from customers by use of questionnaires or similar methods

- To assist in collection management, e.g. stock tidying, repackaging, labelling, relocation and basic listing
- To contribute to the delivery of an effective enquiry service (in person, on the telephone, or by email)
- To contribute to SC academic engagement activity, including the JRRI, e.g. assist at collection-based seminars
- To work closely with curatorial teams in delivering Reader Services in support of SC academic engagement and to the wider research community
- To support and contribute the work of the Outreach and Visitor Engagement Team, e.g. assist at events, produce displays
- To keep up-to-date and undertake training as necessary
- To take an active approach to continuing professional development
- To be responsible for compliance with and the embedding of University policies, procedures and requirements - in particular those relating to health and safety; equality, diversity and inclusion; and information governance
- Such other duties as may reasonably be associated with the grade and a role of this nature
- To work at any Library site as required
- To be flexible in relation to hours of work as may be reasonably requested from time to time
- To wear supplied Library branded clothing during defined promotional activities and special events
- To understand the specific context within which the role operates and how it relates to the wider University goals and business processes, in order to facilitate informed decision making
- To ensure the working environment reflects the University's and Library's values

Person Specification:

Essential knowledge, skills and experience:

- Be educated to GCSE level standard or equivalent, including Maths and English
- Appreciation of conservation and security requirements for rare and valuable material
- A positive approach to customer service.
- Adaptability to a changing environment
- Good interpersonal skills
- Good communication skills, both written and verbal
- Experience of enquiry management
- Ability to interpret reader needs
- Ability to perform the physical tasks associated with the role
- Attention to detail when dealing with administrative matters
- Ability to work under pressure and to prioritise departmental needs
- Good problem-solving skills
- Ability to use initiative as necessary and work without constant supervision
- Ability to work as part of a team
- Ability to interpret and implement policies and procedures
- Consistent application of standards
- Experience of using IT, including library management systems, electronic resources, internet, email and office software
- Basic knowledge of office equipment (computers, printers, photocopiers) including an ability to troubleshoot

- Flexibility in approach, including to duties and work schedules
- Willingness to be the subject of a DBS (Disclosure and Barring Service) check (for work with young people under 18 and vulnerable adults)

Desirable skills, knowledge and experience:

- Previous experience of handling Special Collections materials (e.g. rare books, maps, manuscripts, archives, art and visual collections)
- Have undertaken customer service training