Library Graduate Intern: Information Assistant

Information Services Directorate, Library and Archives

Closing date: 30 April 2018

Interview date: 4, 5 or 6 June 2018

Vacancy reference: 6545
This graduate internship is a fixed-term post to provide experience of working in libraries sufficient to equip the post-holder with the knowledge and experience to gain a place on a Masters programme in Library and Information Services Management. The internship will develop the intern’s skills and knowledge through functional responsibility, team working and customer service. The intern will have a mentor, a budget for personal development to spend in collaboration with the mentor, and access to the staff development and training provided by the Directorate and the University. The intern will work across Collections and Customer Services to gain a broad understanding of Library work. Interns will be expected to make use of the CILIP Professional Knowledge and Skills Base criteria, which enables individuals to log and evaluate their learning, skills and experience.
Main purpose of the role

- The intern will learn about:
  - the relationship of the Library with our customers and other stakeholders;
  - how the Library fulfils its mission on a daily and annual basis;
  - the types of employment in Libraries;
  - current professional issues and drivers;
  - working as part of a team and the role of team meetings;
  - the links between theory, practice and work experience

Key responsibilities

(Role holders will be required to undertake some or all of the duties below)

The intern will learn the duties of Information Assistants, who support the functions of Collections Services and Customer Services. The intern will gain understanding and experience of working in a Department which holds the Customer Service Excellence accreditation, and learn how our roles and tasks we complete have evolved to reflect the importance of providing a customer-focussed service.

Customer Services

The intern will spend a proportion of their time working in the Customer Services team. Customer Services (including branch libraries at King’s Manor and York Minster) delivers first line support for IT and Library queries in person and by email and answers queries by phone for Library queries.

The intern will work as part of the Helpdesk team to:

- Provide first-line help, advice and problem solving through all communication mechanisms, including but not limited to, telephone, email, chat service and in person
- Conduct Library tours and discuss personalised support needs with users
- Use, contribute to, edit and comment on our internal wiki pages to document information and processes

In addition to the above, the intern will share the Information Assistant duties of the wider team:

- responsibility for enquiries; logging, referring and where appropriate liaising with other staff in the department to ensure their effective resolution
- liaising with external stakeholders and partners to ensure successful service delivery
- building successful and productive relationships, alliances and partnerships within the Directorate
- delivering communications to ensure that stakeholders in the University and external visitors are informed about Directorate services
- representing the team within meetings in the Directorate as necessary
- assisting with projects and the development of services to support customer needs.
- maintaining a personal and professional development plan and taking responsibility for your personal training and development

When working in Customer Services, the intern will primarily work at the JB Morrell Library at the main University site, with occasional cover at the King’s Manor Help Desk in the centre of York and will work as part of a team who cover the JB Morrell Library Helpdesk until 7pm, once per week on a rotational basis. There may be the requirement to work evenings, weekends and/or bank holidays and/or closure days as part of your working pattern.

In addition the intern will share (with the wider team) the responsibilities of the Customer Services Assistant role, which ensures that the Directorate buildings (JB Morrell Library,
JOB DESCRIPTION

Raymond Burton Humanities Research Library, Harry Fairhurst building, King’s Manor Library and IT Services) plus spaces across campus (such as IT classrooms and paper deliveries) are ready for use during their opening hours.

Collections Services

The intern will also spend a proportion of their time working in the Collection Services team. Collections Services is responsible for acquiring the information resources (books, journals, databases etc) needed for teaching and research and making them available and discoverable.

The intern will gain significant experience in one of the following Collections Services areas: One off purchases and Interlibrary loans; Reading Lists; Metadata; or Subscriptions. In addition to working primarily in one of these teams, the intern will gain an overview of other Collections management issues and trends and may also have the opportunity to work in some of the other Collections areas.

Within these areas, the intern will share the Information Assistant duties of that team, as detailed below:

One off purchases and ILL

- Check bibliographies and databases to locate items and verify details of requests; use judgement to determine appropriate methods of obtaining materials
- Record invoices, check prices and place orders
- Process requests from members of the University and from other libraries to borrow material

Reading Lists

- Provide the online Reading Lists service to students and academics
- Ensure that resources on the reading lists are obtained, e.g through procurement processes, digitisation
- Manage the Key Texts collection

Metadata

- Verify metadata in PURE, the university's research information system
- Catalogue and classify books
- Create metadata records for items in the York Digital Library

Subscriptions

- Activate new titles in the knowledgebase, and keep the knowledge base current and accurate
- Record invoices, check prices and place orders, receive and claim print issues
- Handle the administration of Article Processing Charges

Other

- Some lifting and moving of equipment will be necessary. Appropriate health and safety training and, where applicable, equipment will be provided.
# PERSON SPECIFICATION

<table>
<thead>
<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
</tr>
</thead>
<tbody>
<tr>
<td>Graduate meeting the criteria required to apply for a Masters degree in Library and Information Services Management</td>
<td>Essential</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Knowledge</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Awareness of the role of Library services</td>
<td>Desirable</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Skills, abilities and competencies</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Ability to maintain high quality customer service in a pressured and busy working environment</td>
<td>Essential</td>
</tr>
<tr>
<td>Reflect critically on their own learning and experience</td>
<td>Essential</td>
</tr>
<tr>
<td>Work effectively with colleagues, customers and other stakeholders</td>
<td>Essential</td>
</tr>
<tr>
<td>Communicate in a clear, systematic and concise way orally and in writing</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to lift and carry parcels on a regular basis</td>
<td>Essential</td>
</tr>
<tr>
<td>Understand and process logical strings of numbers and letters</td>
<td>Essential</td>
</tr>
<tr>
<td>Work independently and as a team member</td>
<td>Essential</td>
</tr>
<tr>
<td>Excellent IT skills and the potential to learn new systems and operate new and/or unfamiliar hardware</td>
<td>Essential</td>
</tr>
<tr>
<td>Ability to work with accuracy and attention to detail</td>
<td>Essential</td>
</tr>
<tr>
<td>Manual dexterity and competence</td>
<td>Essential</td>
</tr>
<tr>
<td>A proactive approach and the ability to use initiative and problem solving skills</td>
<td>Essential</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Personal attributes</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>An eagerness to further develop a career in library or archives</td>
<td>Essential</td>
</tr>
<tr>
<td>Enthusiastic and resilient with an eagerness to learn</td>
<td>Essential</td>
</tr>
</tbody>
</table>
The Information Services Directorate is organised into three main areas, IT Services, Library Services and The Borthwick Institute for Archives all are designed to support the teaching, learning and research aims of the University and help to deliver the Information Strategy. As a Directorate we strive to provide the best student and staff experience via a strong customer focus and a commitment to continuous improvement. We value collaboration with colleagues both within the department and across the University. We are proud to hold, and have maintained, the Customer Service Excellence accreditation which we first attained in 2014.

All staff share responsibility for and contribute to the success of the overall service. We want you to contribute to service improvement, working in an environment of mutual respect and openness. We strongly encourage all staff to engage in a process of continual review - both of their own work and that of colleagues; making suggestions for change to ensure that we continue to develop and enhance our services to meet the requirements of all our users.

This will also involve the setting of service standards and monitoring these to ensure our success. In developing and delivering services you will be directly contributing to both the Information Strategy and the University Strategy and as a collegiate organisation we welcome your contribution.

The Library offers a wide range of services and extensive collections to support the Teaching, Learning and Research of the University with a strong focus on customer service and continuous service improvement. With over 1400 study spaces we provide a wide range of study environments including quiet reading areas, flexible group study, specialist research areas, bookable group and individual rooms and PC classrooms. The University Library complex includes the JB Morrell Library, the Raymond Burton Library for Humanities Research, the Borthwick Institute for Archives and the Harry Fairhurst building on the Heslington West campus and is open 24 hours a day, 7 days a week, 362 days a year. We have a library available at the King’s Manor in the centre of York and we are responsible for running York Minster Library, under a partnership agreement with the Dean and Chapter.

The Library stock includes around one million physical items in addition to over half a million e-books, and over thirteen thousand print and electronic journals and databases. The Library is responsible for the institutional repository which holds over 81 thousand items and is part of White Rose Research Online, run jointly with the Universities of Sheffield and Leeds.

Our Help Desk offers support in person and virtually for library and IT queries, and through collaborative arrangements with the US we are able to offer access to library enquiry services 24/7. We value our relationships with the students, staff and researchers of the University and our Relationship Management Team provide a focus for this
engagement, alongside development of digital literacy skills for all. We work closely with colleagues in IT Services to ensure successful take up of software such as Google Apps.

With the increasing move towards digital information, we have invested in “York Digital Library” (YODL) which is an online repository for multimedia resources at the University of York. It provides access to over 69,000 resources, which include images, past exam papers and Masters theses. Working closely with the Archives team, the Library has become involved in prestigious digitisation projects funded by national and international bodies such as the Wellcome Trust and Mellon Foundation.
Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2018 it is the home of more than 17,000 students across more than 30 academic departments and research centres. Since opening over fifty years ago, we have become one of the world’s leading universities and a member of the prestigious Russell Group.

We are consistently recognised as one of the leading Higher Education Institutes and are ranked 16th in the Times & Sunday Times league table (2017). The University of York has won six Times Higher Education (THE) Awards and five Queen’s Anniversary Prizes.

The University is proud of its association with Athena SWAN, holding 12 awards in support of gender equality, representation and success for all, with gold awards for Chemistry and Biology and a University-wide bronze award.

Of 154 universities that took part in the Research Excellence Framework (REF) in 2014, The University of York ranked 14th overall and 10th for the impact of our research. The University is consistently in the top ten UK research universities and attracts over £60m a year of funding from research alone.

Our vision is to make the University of York a world leader in the creation of knowledge through fundamental and applied research, the sharing of knowledge by teaching students from varied backgrounds and the application of knowledge for the health, prosperity and well-being of people and society.
Attractive workplace

Centred around the picturesque village of Heslington on the edge of the city of York, our colleges are set in an attractive landscaped campus. York enjoys a safe, friendly atmosphere with facilities including bars, shops, theatres and concert halls all within easy walking distance.

The University has undergone an unprecedented period of expansion and renewal since 2000. We have invested in twenty new buildings on the original campus and have completed the first and second phases of a £750m campus expansion. Our investment in new colleges, teaching and learning spaces, laboratories, research facilities and a new sports village mean there has never been a better time to join us.

During this period of change we’ve worked hard to retain our friendly, informal and collegiate atmosphere, which is important to our core values of inclusivity and interdisciplinarity.

We have a thriving international community and are committed to providing staff moving to York with as much support as possible through our Relocation Package and Welcome Officers.

The University is committed to promoting a diverse and inclusive community - a place where we can all be ourselves and succeed on merit. We offer a range of family friendly, inclusive employment policies, flexible working arrangements, staff engagement forums, campus facilities and services to support staff from different backgrounds.

For further information please visit our employee benefit pages.
The City of York

Internationally acclaimed for its rich heritage and historic architecture, York’s bustling streets are filled with visitors from all over the world. Within its medieval walls you will find the iconic gothic Minster, Clifford’s Tower and the Shambles - just a few of the many attractions.

But York isn’t just a great place to visit - it’s also a great place to live and work. While nourishing a vibrant cosmopolitan atmosphere, York still maintains the friendly sense of community unique to a small city.

Visit www.visityork.org for more information on the city of York

Shopping, culture and entertainment

York boasts specialist and unique boutiques but also all the high street stores on its busy shopping streets. Alongside them you will find cinemas, theatres, an opera house, art galleries, a vast range of restaurants, live music venues and clubs. York is particularly renowned for its multitude of pubs and bars, from the modern to the medieval.

Housing and schools

Whether you choose to live close to the city, in one of the surrounding villages or further afield, you will find a wide range of housing within comfortable distance of York and the University. For families, the area has a range of excellent schools both in the state and independent sector.

Great location

York is one of Britain’s best-connected cities. Halfway between London and Edinburgh on the East Coast mainline, on intercity trains you can reach London King’s Cross in less than two hours and Edinburgh in two and a half hours. York is also well served by road links, and it is easily accessible from the A1, M1 and the M62.

For those travelling from overseas, Manchester Airport is two hours away and Heathrow Airport just three and a half. Flights from nearby Leeds Bradford Airport provide easy access to mainland Europe. By Eurostar from London St Pancras, Paris is just over six hours away.

Yorkshire

The Lonely Planet guide recently declared Yorkshire the third best region in the world to visit. There is something to cater to every taste, whether it be the rugged landscapes of the Moors or the Dales, the picturesque seaside towns of Scarborough and Robin Hoods Bay, the gothic architecture of Whitby or the vibrancy of cosmopolitan Leeds.
Apply online

- Go to https://jobs.york.ac.uk
- Find this job using reference 6545
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 30 April 2018.

What will I need?

We will ask you for details of:

- your employment history
- relevant qualifications
- two referees

You need to be ready to show us how you meet the requirements of the job, either in a written statement and / or by answering questions.

Help and assistance

Direct any informal queries to Jackie.knowles@york.ac.uk or stthompson@york.ac.uk

If you have any questions about your application, contact the HR Services team:

recruitment@york.ac.uk
+44 (0)1904 324835