Information Assistant
Information Services

Closing date: 9 May 2019
Interview date: 29 May 2019
Vacancy reference: 7572
INTRODUCTION

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.

We have a vacancy for an Information Assistant in the University Library. The post is full time working 37 hours per week (Monday to Friday) in a split post across Customer Services and Collections Services on an open contract, available immediately. The successful candidate(s) will be required to work until 7pm on a rotation basis within the Customer Service element of the role.
Main purpose of the role

Information Assistants are appointed to support specific functional areas of service delivery. In the first instance, individuals are appointed to a specific function(s) but opportunities for change arise and flexibility in moving across functions is expected.

The specific role responsibilities for each functional area are detailed below:

Customer Services

- Provide first-line help, advice and problem solving through all communication mechanisms, including but not limited to, telephone, email 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

Collections lifecycle

- Compiling data to assist with collection management decisions such as relegation and withdrawal
- Assisting with collection analysis activity to help evaluate collection strengths and weaknesses
- Assessment of damaged stock and arranging for re-binding or repair

Digitisation

- Providing a range of digitisation, laminating and binding services for students, staff and external customers
- Using a range of equipment for the digitisation of material from the library and archives
- Configuring digitisation equipment according to the requirements of the job and the needs of the original document
- Documenting processes and procedures

Metadata

- Verifying metadata in PURE, the university’s research information system
- Cataloguing and classification of gift and rare books collections
- Creating metadata records for items in the York Digital Library

One off purchases and ILL

- Checking bibliographies and databases to locate items and verify details of requests; using judgement to determine appropriate methods of obtaining materials
- Recording invoices, cataloguing, checking prices and placing orders
- Processing requests from members of the University and from other libraries to borrow material

Reading Lists

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

Subscriptions

- Activating new titles in the knowledgebase and keeping the knowledgebase current and accurate
- Recording invoices, cataloguing, checking prices and placing orders, receiving and claiming print issues
- Administration of Article Processing Charges

York Minster Library

- Reprographics – scanning, photocopying, photography and other methods as required
JOB DESCRIPTION

- Ensuring the correct handling and security of special collections including carrying out and reacting to monthly environmental checks.
- Promoting the Minster's library collection through outreach and social media

In addition to the role specific items above, all Information Assistants have the following responsibilities:

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

Other

- The above list of duties is not exhaustive and is subject to change
- The post holder may be required to undertake others duties within the scope and grading of the post as required by the Director of Information Services or Deputy/Assistant Directors
## PERSON SPECIFICATION

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<tr>
<th>Qualifications</th>
<th>Essential / Desirable</th>
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<tr>
<td>A good standard of education to GCSE/NVQ1 level or an equivalent qualification or relevant experience</td>
<td>Essential</td>
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<tr>
<td>Education to &quot;A&quot; level standard or equivalent experience</td>
<td>Desirable</td>
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<tr>
<th>Knowledge</th>
<th>Essential / Desirable</th>
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<tr>
<td>An understanding of the key elements of delivering excellent customer service</td>
<td>Essential</td>
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<td>Awareness of issues arising from data protection and copyright</td>
<td>Desirable</td>
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<td>Knowledge of Library Management systems</td>
<td>Desirable</td>
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<td>Understanding of the working context, for example the HE environment, Libraries, Archives or IT Services</td>
<td>Desirable</td>
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<td>Knowledge of online reading lists</td>
<td>Desirable</td>
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<td>Knowledge of current international cataloguing standards</td>
<td>Desirable</td>
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<tr>
<th>Skills, abilities and competencies</th>
<th>Essential / Desirable</th>
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<tr>
<td>Ability to maintain high quality customer service in a pressured and busy working environment</td>
<td>Essential</td>
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<td>Ability to actively participate in an environment of continual change</td>
<td>Essential</td>
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<td>Confidence and ability to use and learn a range of systems, softwares and equipment, for example IT packages, self-issue machines, digitisation equipment etc</td>
<td>Essential</td>
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<td>Ability to work with speed and accuracy whilst maintaining attention to detail</td>
<td>Essential</td>
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<td>Excellent verbal and written communication skills</td>
<td>Essential</td>
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<td>A proactive approach and the ability to use initiative and problem solving skills</td>
<td>Essential</td>
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<td>Ability to work effectively with colleagues in a variety of contexts to deliver departmental and directorate objectives</td>
<td>Essential</td>
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<td>Ability to work independently on allocated tasks</td>
<td>Essential</td>
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<td>Ability to organise own work to achieve tasks allocated either to the individual or their team, to meet deadlines</td>
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<th>Experience</th>
<th>Essential / Desirable</th>
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<tr>
<td>Experience of delivering customer support and/or customer enquiry handling</td>
<td>Essential</td>
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<td>Experience of working in an archive/library/museum/IT service, as relevant to the role</td>
<td>Desirable</td>
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<td>Experience of working with bibliographic information</td>
<td>Desirable</td>
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<td>Experience of using and resolving access issues with information resources</td>
<td>Desirable</td>
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<tr>
<td>Experience of delivering basic IT support</td>
<td>Desirable</td>
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<td>Experience of using enquiry handling tools</td>
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### Personal attributes

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<tr>
<td>Conveys positive attitude</td>
<td>Essential</td>
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<td>Personal credibility and integrity</td>
<td>Essential</td>
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<td>Can demonstrate flexibility to adapt to changing needs</td>
<td>Essential</td>
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<td>Commitment to personal development</td>
<td>Essential</td>
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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. More information about each of the Directorates areas is given below.

Library Services

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.

The Borthwick Institute for Archives

The Borthwick is one of the biggest archive repositories outside London. Founded in 1953, we have collected archives from all around the world, from the 12th century to the present day. Our users include academic researchers and a large number of public visitors, and our staff contribute to academic teaching in many departments across the University.
THE DEPARTMENT

IT Services

Information Technology is fundamental to the teaching and research success of the University as well to its day to day operations. ITS provides technology services to the whole University: staff, students and visitors. We aim to deliver services which are secure, reliable, easy to use and resilient. We strive to develop new services to meet changing needs and to keep pace with technological advances.
THE UNIVERSITY

Founded on principles of excellence, equality and opportunity for all, the University of York opened in 1963 with just 230 students. In 2019 it is the home of more than 18,000 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 one of just six post-war universities to have appeared in the world top 100. We were rated 22nd in the 2019 Times & Sunday Times league table. 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 multiple 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](http://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](https://jobs.york.ac.uk)
- Find this job using reference 7572
- Complete the online application form

You will need to submit your completed application by midnight (local UK time) on 9 May 2019.

**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 Nathan Williams, Services Manager, on 01904 323825 or at nathan.williams@york.ac.uk or Anthony Sinnott, Access & Procurement Development Manager, on 01904 322476 or at anthony.sinnott@york.ac.uk

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

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