# Job description and selection criteria

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| Job title | Part-Time Document Delivery Assistant |
| Division | Gardens, Libraries and Museums (GLAM) |
| Department | Bodleian Libraries |
| Location | Document Delivery Services, Research and Learning Support, Schola Musicae, Bodleian Quad, Bodleian Library, Broad Street, OX1 3BG. |
| Grade and salary | Grade 4: £21,585 - £24,983 per annum (pro-rata) |
| Hours | Part time (18.25 hours per week / 0.5 FTE), preferable spread across 5 days. |
| Contract type | Permanent |
| Reporting to | Document Delivery Services Librarian |
| Vacancy reference | 134820 |
| Additional information | You are required to submit a supporting statement with your application, outlining how you meet each of the selection criteria for the role (see below for further details). CVs will not be considered. |
| Closing date | 12.00 midday BST Friday 31 August 2018 |

## Introduction

### The University

Welcome to the University of Oxford. We aim to lead the world in research and education for the benefit of society both in the UK and globally. Oxford’s researchers engage with academic, commercial and cultural partners across the world to stimulate high-quality research and enable innovation through a broad range of social, policy and economic impacts.



*Radcliffe Camera in Radcliffe Square*

We believe our strengths lie both in empowering individuals and teams to address fundamental questions of global significance, while providing all our staff with a welcoming and inclusive workplace that enables everyone to develop and do their best work. Recognising that diversity is our strength, vital for innovation and creativity, we aspire to build a truly diverse community which values and respects every individual’s unique contribution.

While we have long traditions of scholarship, we are also forward-looking, creative and cutting-edge. Oxford is one of Europe's most entrepreneurial universities. Income from external research contracts in 2016/17 exceeded £564m and we rank first in the UK for university spin-outs, with more than 130 companies created to date. We are also recognised as leaders in support for social enterprise.

Join us and you will find a unique, democratic and international community, a great range of staff benefits and access to a vibrant array of cultural activities in the beautiful city of Oxford.

For more information please visit [www.ox.ac.uk/about/organisation](http://www.ox.ac.uk/about/organisation)

**Gardens, Libraries and Museums (GLAM**)

The Gardens, Libraries and Museums (GLAM) group includes the providers of the major academic services to the divisions, and also departments with responsibilities including, but extending beyond, the immediate teaching and research needs of the University. The collections embodied within these departments are an essential part of the University’s wider nature and mission. They are part of its heritage as the country’s oldest University and now form a resource of national and international importance for teaching, research and cultural life; they also make a major contribution to the University’s outreach and access missions.

For more information please visit: <http://www.admin.ox.ac.uk/glam/>

### The Bodleian Libraries

The Bodleian Libraries at the University of Oxford is the largest university library system in the United Kingdom. It includes the principal University library – the Bodleian Library – which has been a legal deposit library for 400 years; as well as 28 libraries across Oxford including major research libraries and faculty, department and institute libraries.

Together, the Libraries hold more than 12 million printed items, over 80,000 e-journals and outstanding special collections including rare books and manuscripts, classical papyri, maps, music, art and printed ephemera. Members of the public can explore the collections via the Bodleian’s online image portal at [digital.bodleian.ox.ac.uk](http://digital.bodleian.ox.ac.uk) or by visiting the exhibition galleries in the Bodleian’s Weston Library.

For more information please visit: <http://www.bodleian.ox.ac.uk/>

### Document Delivery Services (Research and Learning Support)

Document Delivery Services is a team within Research & Learning Support (R&LS) that provides a number of document supply and associated services across the Bodleian Libraries. Activities include: inter-library requests; Scan & Deliver; Print & Deliver; reading room print, copy & scan facilities; mediated copying; staff-mediated request for problematic closed-stack materials; circulation policy/workflow support and coordination of the CLA licence for the Bodleian Libraries.

R&LS is responsible for a number of shared reader services in addition to Document Delivery, namely: Bodleian Admissions, Disability Support, and Information Skills Coordination. R&LS is an organisational unit within Academic Library Services (ALS).

## Job description

### Overview of the role

This role is part of the Inter-Library Request section within Document Delivery Services. The post-holder will process requests received through an online form that enables Bodleian readers to order and pay for interlibrary requests online (<https://solo.bodleian.ox.ac.uk/interlib>). Reader requests to borrow items have previously been processed by the relevant site library through the submission of paper forms so the online form provides a significant service enhancement for the Oxford academic community.

Finding material not held in Oxford libraries is only one part of the team’s role. The majority of the work involves lending items or providing copies from our collections to other libraries – the Bodleian Libraries are, unsurprisingly, a net lender of interlibrary requests. In 2015/16 Document Delivery Services received 7,147 lending requests from other libraries.

In addition to inter-library loan support the role will provide bibliographic searching support for the Scan & Deliver team based at the Book Storage Facility. The postholder will also provide administrative support for co-ordinating the University of Oxford’s annual return for items copied under the Copyright Licensing Agency licence.

### Responsibilities

* Process and place document delivery requests for our readers using Aleph inter-library loan module, and receive process and dispatch loan and copy requests received from other institutions or libraries, as per Bodleian policies.
* Conduct basic bibliographic searches across a wide range of subjects to establish locations and verify bibliographic details.
* Answer readers’ queries on all matters relating to document delivery, whether by email or phone, as well as queries from external institutions and organisations wishing to borrow or purchase copies from the Oxford library collections.
* Assist and advise readers in the location of materials within Oxford and at alternate locations or in alternate formats, and on the availability of other library services and facilities in Oxford and beyond where appropriate.
* Keep a watching brief over document delivery requests to assess which items may not be loaned or otherwise used in document delivery activities due to curatorial considerations or due to their being required by local Oxford users for teaching, research or other purposes.
* Renew items or recall overdue items and ensure the safe return or replacement of all items if lost or damaged.
* Check the accuracy of invoices - including monthly accounts from the British Library - for both UK and oversees loans - and ensure that incoming invoices are passed to the line manager for settling in a timely fashion and that any outward going invoices are similarly despatched as appropriate.
* Prepare invoices for items requests made using a departmental inter-library loan account and liaise with Bodleian Accounts to ensure payment is received.
* Prepare invoices for items which are either lost or damaged while on loan and liaise with relevant staff to ensure new copies are purchased and supplied, or ensure invoices are prepared and dealt with.
* Liaise with BLDSC, University or college libraries and other appropriate institutions both in the UK and overseas as required for support of the service.
* Keep and provide monthly statistics for management information, and any other such statistics as required by the line manager, and conduct periodic analyses of document delivery traffic levels and flows for administrative and budgetary purposes as required by the line manager.
* Check the accuracy of returns provided by university departments detailing items copied under the CLA Licence. Using excel spreadsheets, assist in preparing the annual Oxford CLA return.
* Provide bibliographic searching support to the Scan & Deliver team, based at the Book Storage Facility, when requests are not easily processed.
* Represent the Bodleian Inter-Library loans department at wider Bodleian ILL meetings when and as appropriate.
* Provide cover for staff leave within Document Delivery Services.

**Other duties**

* Participate in a regular Annual Review
* Undertake any necessary training identified
* Comply with health and safety regulations
* Comply with the policies and procedures set out in the Handbook for University Support Staff
* Any other duties that may be required from time to time commensurate with the grade of the job

The Bodleian Libraries reserve the right to make reasonable amendments to the job description in consultation with the post-holder at any time.

## Selection criteria

### Essential

* Educated to GCSE or equivalent, including maths and English.
* Awareness of the importance of good customer care and a commitment to providing excellent quality service.
* Good interpersonal skills with the ability to communicate effectively (verbally and in writing) with all users and libraries involved with document delivery.
* Ability both to work co-operatively as part of a team and also to demonstrate initiative and work independently.
* Demonstrable organisational skills with an eye for detail and the ability to undertake a range of routine tasks with care and accuracy.
* Good general IT literacy including use of excel.
* Understanding of bibliographic references and the structures of catalogues and information sources.
* Demonstrable problem solving ability.
* Physically able to move containers of library material and handle heavy items with care and with attention to sound ergonomic work practices.
* Excellent bibliographic searching skills in order to hunt down copies of hard-to-find material not held by Oxford Libraries.
* An understanding of library resource discovery tools and familiarity with bibliographic searching across a range of databases.

### Desirable

* Experience of processing and placing document delivery requests.
* Experience of using a library management system.

## Important information for candidates

For further information about working at Oxford and the benefits, please see:

[www.ox.ac.uk/about\_the\_university/jobs/supportandtechnical/](http://www.ox.ac.uk/about_the_university/jobs/supportandtechnical/)

https://www.ox.ac.uk/about/jobs/benefits/

**Pre-employment screening**

Please note that the appointment of the successful candidate will be subject to standard pre-employment screening, as applicable to the post. This will include right-to-work, proof of identity, references and New Starter Health Declaration. All applicants must read the candidate notes on the University’s pre-employment screening procedures, found at:

[www.ox.ac.uk/about/jobs/preemploymentscreening/](http://www.ox.ac.uk/about/jobs/preemploymentscreening/).

This job includes the following hazards or safety-critical activities which will require successful pre-employment health screening through our Occupational Health Service before the successful candidate will be allowed to start work:

* Manual Handling, e.g. lifting and carrying books

**Data Privacy**

Please note that any personal data submitted to the University as part of the job application process will be processed in accordance with the GDPR and related UK data protection legislation. For further information, please see the University’s Privacy Notice for Job Applicants at: [www.admin.ox.ac.uk/councilsec/compliance/gdpr/privacynotices/job/](http://www.admin.ox.ac.uk/councilsec/compliance/gdpr/privacynotices/job/).

The University’s Policy on Data Protection is available at: [www.admin.ox.ac.uk/councilsec/compliance/gdpr/universitypolicyondataprotection/](http://www.admin.ox.ac.uk/councilsec/compliance/gdpr/universitypolicyondataprotection/).

**The University’s policy on retirement**

The University operates an Employer Justified Retirement Age (EJRA) for all academic posts and some academic-related posts. From 1 October 2017, the University has adopted an EJRA of 30 September before the 69th birthday for all academic and academic-related staff in posts at grade 8 and above. The justification for this is explained at:

[www.admin.ox.ac.uk/personnel/end/retirement/revisedejra/revaim/](http://www.admin.ox.ac.uk/personnel/end/retirement/revisedejra/revaim/).

For **existing** employees, any employment beyond the retirement age is subject to approval through the procedures: [www.admin.ox.ac.uk/personnel/end/retirement/revisedejra/revproc/](http://www.admin.ox.ac.uk/personnel/end/retirement/revisedejra/revproc/)

From 1 October 2017, there is no normal or fixed age at which staff in posts at **grades 1–7** have to retire. Staff at these grades may elect to retire in accordance with the rules of the applicable pension scheme, as may be amended from time to time.

**Equality of Opportunity**

Entry into employment with the University and progression within employment will be determined only by personal merit and the application of criteria which are related to the duties of each particular post and the relevant salary structure. In all cases, ability to perform the job will be the primary consideration. No applicant or member of staff shall be discriminated against because of age, disability, gender reassignment, marriage or civil partnership, pregnancy or maternity, race, religion or belief, sex, or sexual orientation.

## How to apply

Before submitting an application, you may find it helpful to read the ‘Tips on applying for a job at the University of Oxford’ document at [www.ox.ac.uk/about/jobs/supportandtechnical/](http://www.ox.ac.uk/about/jobs/supportandtechnical/)

If you would like to apply, click on the **Apply Now** button on the ‘Job Details’ page and follow the on-screen instructions to register as a new user or log-in if you have applied previously. Please provide details of two referees and indicate whether we can contact them now.

You will also be required to complete and upload a supporting statement which explains how you meet the selection criteria for the post.

Please upload all documents **as PDF files** with your name and the document type in the filename. Please note using a long file name may prevent you from uploading your documents.

**Supporting Statement**

The supporting statement must explain how you meet each of the selection criteria for the post using examples of your skills and experience. This may include experience gained in employment, education, or during career breaks (such as time out to care for dependants).

**Please note that if you do not upload a completed supporting statement, we will be unable to consider your application for this role.**

The inclusion of the supporting statement is **a mandatory step** in the online application process. Please note that CVs will not be considered as part of the selection process and will not therefore be accepted as a substitute for a supporting statement.

**Your application will be judged solely on the basis of how you demonstrate that you meet the selection criteria stated in the job description in your supporting statement.**

All applications must be received by **12:00 midday (BST)** on the closing date stated in the online advertisement.

**References**

Please give the details of two people who have agreed to provide a reference for you. If you have previously been employed, your referees should be people who have managed you for a considerable period, and at least one of them should be your formal line manager in your most recent job. Otherwise they may be people who have supervised you in a recent college, school, or voluntary experience. It is helpful if you can tell us briefly how each referee knows you (e.g. ‘line manager’, ‘college tutor’). Your referees should not be related to you.

Your referees will be asked to comment on your suitability for the post and to provide details of the dates of your employment; and of any disciplinary processes which are still considered ‘live’. We will assume that we may approach them at any stage unless you tell us otherwise. If you wish us to ask for your permission before approaching a particular referee, or to contact them only under certain circumstances (for example, if you are called to interview) you must state this explicitly alongside the details of the relevant referee(s).

**Information for priority candidates**

*A priority candidate is a University employee who is seeking redeployment owing to the fact that he or she has been advised that they are at risk of redundancy, or on grounds of ill-health/disability. Priority candidates are issued with a redeployment letter by their employing departments.*

*If you are a priority candidate, please ensure that you:*

*- attach your redeployment letter to your application (or e-mail it to the contact address on the advert if the application form used for the vacancy does not allow attachments)*

*- explain in your supporting statement how you meet the selection criteria for the post.*

Should you experience any difficulties using the online application system, please email [recruitment.support@admin.ox.ac.uk](mailto:recruitment.support@admin.ox.ac.uk)

Further help and support is available from

<http://www.ox.ac.uk/about_the_university/jobs/support/>

To return to the online application at any stage, please click on the following link [www.recruit.ox.ac.uk](http://www.recruit.ox.ac.uk)

Please note that you will be notified of the progress of your application by automatic e-mails from our e-recruitment system. **Please check your spam/junk mail** regularly to ensure that you receive all e-mails.

**Relocation**

At the moment, the Bodleian Libraries is not offering relocation expenses to this post

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