



**BODLEIAN**  
LIBRARIES  
UNIVERSITY OF OXFORD



## Job description and selection criteria

<b>Job title</b>	Library Assistant
<b>Division</b>	Gardens, Libraries and Museums (GLAM)
<b>Department</b>	Bodleian Libraries, Asian and Middle Eastern Collections
<b>Location</b>	Bodleian Japanese Library, Nissan Institute Building, 27 Winchester Road, Oxford OX2 6NA KB Chen China Centre Library, Dickson Poon Building, Canterbury Road, OX2 6LU Other Bodleian Humanities Libraries as required (in emergencies)
<b>Grade and salary</b>	Grade 2: £25,381- £26,400 per annum/pro-rata (£13,37- £13,91 per hour)
<b>Hours</b>	Variable hours
<b>Contract type</b>	Fixed-term 12 months
<b>Reporting to</b>	Head of East Asia Section
<b>Vacancy reference</b>	176268
<b>Additional information</b>	You are required to submit a <b>CV and a supporting evidence form using the attached template</b> , outlining how you meet each of the selection criteria for the role (see the 'How to Apply' section for further details).  Please contact the recruitment team if you require the job description in an alternative format.
<b>Closing date</b>	12.00 midday GMT Friday 15 November 2024



## **Job description**

### **Overview of the role**

The post holder will welcome readers and visitors and administer the library's admissions procedures, respond to enquiries and provide direction to appropriate services. They will undertake a range of duties on front line desk(s), at all times providing high quality customer service. The post holder will be expected to complete tasks under general direction and to manage and prioritise their own workload on a day to day basis. Post requires lone working, and some evening or weekend shifts may be required. The post holder may be required to work at other Bodleian library locations from time to time.

The post holder will work under the direction of the Japanese Studies Librarian.

### **Responsibilities**

#### **Reader Services**

- Register readers correctly according to their status and welcome visitors. Provide an introduction to the library and explain standard reading room procedures and regulations to readers
- Respond to queries in person, by phone and online; use online catalogues and other search tools including e-resources to help readers locate items within the Bodleian libraries and e-resources; assist readers in the use of IT equipment including reader PCs and photocopier-printers, and refer readers to specialised library services and other library staff when appropriate
- Work at the front line desk carrying out a full range of reader services transactions including: issuing, returning and renewing material; administering reserve collections, room bookings and inter-library loans; reserving books for readers and assisting them to make reservations and placing stack requests. Record statistics (e.g. records of occupancy of the reading rooms)
- Open and close the library or reading room; provide security during opening hours through invigilation; follow evacuation procedures for the reading room in the event of an emergency and assist readers with disabilities or special needs to use the library and its collections, in accordance with legislation on equality
- Assist in the production of notices, leaflets and online information to promote the services and collections offered by the library, and use feedback from readers to suggest improvements to services and procedures

#### **Stock management**

- Ensure material is returned in good order, carry out minor repairs and re-label as necessary, note any requirement for more complex repairs and occasionally handle rare and fragile objects with care
- Transport material safely to and from reading rooms, acting as 'banks person' to guide delivery vans where required. Collect, sort and replace open shelf books/journals according to the appropriate classification scheme(s); tidy shelf sequences, participate in stock management projects and adhere to health and safety guidelines at all times when moving material

- Assist in the completion of projects such as stock taking, book moves and book binding

### **Communication and Teamwork**

- Exchange information and communicate effectively with colleagues, passing on reader feedback and reporting issues promptly; participate in team meetings and contribute to the wider objectives and goals of the team and Bodleian Libraries.

### **Other duties**

- Working on some Bank Holidays
- 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/Academic Related 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.

## **East Asian Section**

The East Asian section of the Bodleian Libraries consists of the Chinese, Japanese and Korean Studies Librarians and the support staff at Bodleian KB Chen China Centre Library and Bodleian Japanese Library. It is part of the Asian and Middle Eastern Collections and embedded within the Bodleian Humanities Libraries and Bodleian Library Special Collections.

### **KB Chen China Centre Library**

Bodleian KB Chen China Centre Library primarily serves the needs of students, staff and visitors studying all aspects of China in Oxford. It offers over 70 reader seats in its state-of-the-art library building in the University of Oxford China Centre and holds a collection of over 50,000 volumes of books in Chinese, English and other languages on its open access shelves. Further information about the Library and Bodleian Library's Chinese collection can be found at: <https://www.bodleian.ox.ac.uk/ccl>

### **The Bodleian Japanese Library**

The Bodleian Japanese Library (BJL) houses the University's principal collections relating to Japan. BJL is a library space embedded within the Nissan Institute of Japanese Studies, with seating for more than 45 users. It combines the collection of the Nissan Institute Library with the Page 4 of 9 Japanese holdings of the Oriental Institute Library and the Bodleian Library. Further information about BJL and its research collection can be found at: <https://www.bodleian.ox.ac.uk/bjl>

## **Selection criteria**

### **Essential selection criteria**

- Educated to GCSE level or equivalent
- Knowledge of spoken and written Japanese
- Ability to communicate effectively, confidently and courteously with readers, colleagues and the public
- Awareness of the importance of good customer care and a commitment to providing excellent quality service
- Ability to lift, move and carry books and journals
- Good general IT literacy including use of email, internet and general applications such as Microsoft Office
- Ability to work effectively as part of a team, prioritise and work under pressure
- Ability to undertake a range of routine tasks with care and accuracy
- Discreet when dealing with material of a confidential or sensitive nature.

### **Desirable selection criteria**

- Previous experience of working in a library environment or similar customer services environment
- Previous experience of using an automated library management system

## **Pre-employment screening**

### **Standard checks**

If you are offered the post, the offer will be subject to standard pre-employment checks. You will be asked to provide: proof of your right-to-work in the UK; proof of your identity; and (if we haven't done so already) we will contact the referees you have nominated. You will also be asked to complete a health declaration so that you can tell us about any health conditions or disabilities for which you may need us to make appropriate adjustments.

Please read the candidate notes on the University's pre-employment screening procedures at: <https://www.jobs.ox.ac.uk/pre-employment-checks>

## **Hazard-specific / Safety-critical duties**

This job includes hazards or safety-critical activities. If you are offered the post, you will be asked to complete a health questionnaire which will be assessed by our Occupational Health Service, and the offer of employment will be subject a successful outcome of this assessment.

The hazards or safety-critical duties involved are as follows:

- Regular manual handling – including re-shelving and loading and unloading crates

## About the University of Oxford

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 and we rank first in the UK for university spin-outs, and in recent years we have spun out 15-20 new companies every year. 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: <https://www.glam.ox.ac.uk/home>

## 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 27 libraries across Oxford including major research libraries and faculty, department and institute libraries.

Together, the Libraries hold more than 13 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/>

## How to apply

Applications are made through our e-recruitment system and you will find all the information you need about how to apply on our Jobs website <https://www.jobs.ox.ac.uk/how-to-apply>

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

As part of your application, you will be asked to provide details of two referees and indicate whether we can contact them now.

You will be asked to upload a CV and a supporting evidence form. The supporting evidence form 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 evidence form and a CV, we will be unable to consider your application for this role.**

All applications must be received by **12:00 midday** UK time 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 only take up references at offer stage.

### **If you currently work for the University, please note that:**

- As part of the referencing process, we will contact your current department to confirm basic employment details including reason for leaving.
- Although employees may hold multiple part-time posts, they may not hold more than the equivalent of a full-time post. If you are offered this post, and accepting it would take you over the equivalent of full-time hours, you will be expected to resign from, or reduce hours in, your other posts(s) before starting work in the new post.

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### **Information for priority candidates**

A priority candidate is a University employee who is seeking redeployment because they have 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 department(s).

If you are a priority candidate, please ensure that you attach your redeployment letter to your application (or email it to the contact address on the advert if the application form used for the vacancy does not allow attachments).

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### **If you need help**

Application FAQs, including technical troubleshooting advice is available at: <https://staff.web.ox.ac.uk/recruitment-support-faqs>

Non-technical questions about this job should be addressed to the recruiting department directly on [recruitment@glam.ox.ac.uk](mailto:recruitment@glam.ox.ac.uk)

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

Please note that you will receive an automated email from our online recruitment portal to confirm receipt of your application. **Please check your spam/junk mail** if you do not receive this email.

### **Relocation**

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

### **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: <https://compliance.admin.ox.ac.uk/job-applicant-privacy-policy>. The University's Policy on Data Protection is available at: <https://compliance.admin.ox.ac.uk/data-protection-policy>

### **The University's policy on retirement**

The University operates an Employer Justified Retirement Age (EJRA) for very senior research posts at grade RSIV/D35 and clinical equivalents E62 and E82, which with effect from 1 October 2023 will be 30 September before the 70th birthday. The justification for this is explained at: <https://hr.admin.ox.ac.uk/the-ejra>

For **existing** employees on these grades, any employment beyond the retirement age is subject to approval through the procedures: <https://hr.admin.ox.ac.uk/the-ejra>



There is no normal or fixed age at which staff in posts at other grades 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.

*Photographs: Copyright Bodleian Libraries, University of Oxford*

## **Benefits of working at the University**

### **Employee benefits**

University employees enjoy 38 days' paid holiday, generous pension schemes, travel discounts, and a variety of professional development opportunities. Our range of other employee benefits and discounts also includes free entry to the Botanic Gardens and University colleges, and discounts at University museums. See <https://hr.admin.ox.ac.uk/staff-benefits>

### **University Club and sports facilities**

Membership of the University Club is free for all University staff. The University Club offers social, sporting, and hospitality facilities. Staff can also use the University Sports Centre on Iffley Road at discounted rates, including a fitness centre, powerlifting room, and swimming pool. See [www.club.ox.ac.uk](http://www.club.ox.ac.uk) and <https://www.sport.ox.ac.uk/>

### **Information for staff new to Oxford**

If you are relocating to Oxfordshire from overseas or elsewhere in the UK, the University's Welcome Service website includes practical information about settling in the area, including advice on relocation, accommodation, and local schools. See <https://welcome.ox.ac.uk/>. There is also a visa loan scheme to cover the costs of UK visa applications for staff and their dependants. See <https://staffimmigration.admin.ox.ac.uk/visa-loan-scheme>

### **Family-friendly benefits**

With one of the most generous family leave schemes in the Higher Education sector, and a range of flexible working options, Oxford aims to be a family-friendly employer. We also subscribe to the Work+Family Space, a service that provides practical advice and support for employees who have caring responsibilities. The service offers a free telephone advice line, and the ability to book emergency back-up care for children, adult dependents and elderly relatives. See <https://hr.admin.ox.ac.uk/my-family-care>

The University has excellent childcare services, including five University nurseries as well as University-supported places at many other private nurseries.

For full details, including how to apply and the costs, see <https://childcare.admin.ox.ac.uk/>

### **Disabled staff**

We are committed to supporting members of staff with disabilities or long-term health conditions. For further details, including information about how to make contact, in confidence, with the University's Staff Disability Advisor, see <https://edu.admin.ox.ac.uk/disability-support>

### **Staff networks**



The University has a number of staff networks including the Oxford Research Staff Society, BME staff network, LGBT+ staff network and a disabled staff network. You can find more information at <https://edu.admin.ox.ac.uk/networks>

## **The University of Oxford Newcomers' Club**

The University of Oxford Newcomers' Club is an organisation run by volunteers that aims to assist the partners of new staff settle into Oxford, and provides them with an opportunity to meet people and make connections in the local area. See [www.newcomers.ox.ac.uk](http://www.newcomers.ox.ac.uk)