



BODLEIAN
LIBRARIES
UNIVERSITY OF OXFORD



Job description and selection criteria

Job title	Library Assistant
Division	Gardens, Libraries and Museums (GLAM)
Department	Bodleian Libraries
Location	Knowledge Centre, Old Road Campus Research Building, Headington, Oxford OX3 7DQ
Grade and salary	Grade 3: £26,948 - £27,838 per annum, pro rata
Hours	Part time (21.9 hours/0.6 FTE)
Contract type	Fixed-term until 31 st March 2027
Reporting to	Knowledge Centre Manager
Vacancy reference	179148
Additional information	<p>You are required to submit a CV and the attached Supporting Evidence Form with your application, outlining how you meet each of the selection criteria for the role (see the 'How to Apply' section for further details). CVs alone will not be considered.</p> <p>Please contact the recruitment team if you require the job description in an alternative format.</p>
Closing date	12.00 midday BST Friday 9 May 2025



Job description

Overview of the role

You may not be expected to carry out all of the duties detailed with this job description when based in this post, the main focus of this role being:

- **Working on our front line desks undertaking circulation tasks**
- **Registering readers**
- **Helping readers with basic enquiries**
- **Answering basic IT queries**

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 desks, 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. The post holder may be required to act as a point of reference for grade 2 library assistants. According to the requirements of local library rotas in force: out of office hours working, lone working during evenings or weekend shifts may be required. The post holder may be required to work at other library locations from time to time.

The post holder will work under the direction of the Knowledge Centre Manager and the Cairns Library and Customer Services Manager

Please note that the percentage detailed next to each section, should act as a guideline for how much of this type of work the post holder can be expected to carry out in this specific role

Responsibilities

Reader Services (85%)

- Register readers correctly according to their status and welcome visitors. Provide an introduction to the library and explain reading room procedures and regulations to readers and assist with information skills sessions
- Respond to routine and more ad hoc reader queries in person, by phone and online ; use online catalogues and other search tools including e-resources to help readers locate items within the library and electronic resources; assist readers in the use of IT equipment including reader PCs and photocopier-printers; 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; handling money; administering reserve collections, room bookings and inter-library loans; reserving books for readers and assisting them to make reservations and place stack requests. Act as the first port of call for any problems arising with these transactions. 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

- Help develop, document and communicate reading room procedures and protocols in consultation with management
- Work collaboratively with Bodleian Libraries-wide Document Delivery Services in order to provide an effective and efficient interlibrary loans (ILL) service. This includes familiarity with ILL policies and procedures
- Help produce 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
- Provide support to senior library staff on the development and promotion of the Library's electronic resources,

Stock management (5%)

- Ensure material is returned in good order, carry out minor repairs and re-label as necessary, note any requirement for more complex repairs and routinely be available to 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

Technical Services (10%)

- Source, order, receive, claim and process books and other material using the acquisitions and serials modules of the Library Management System
- Check reading lists and the availability and pricing of books and other material on suppliers web sites. Order books and other material for reading lists in accordance with library procedure for reading list
- Assist with collection management by eg. Adding/editing copy information to the online catalogue for material kept on open shelves
- Catalogue library materials according to standards specified by Bodleian Libraries
- Process and register serials. Edit and close serial holdings. Create serial records using the Integrated Library System. Check claims for non-receipt of serials and make claims from suppliers and manage the binding of serial publications and books, ensuring that binding quotas are met

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
- As part of the duties described above, you will need to identify, sort and process items and records in the languages and/ or scripts listed above and in the selection criteria

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
- 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.

Bodleian Health Care Libraries (BHCL)

The Bodleian Health Care Libraries fall within the Science and Medicine group of libraries under the BHCL umbrella and are located at three sites in Headington: The John Radcliffe Hospital; The Old Road Campus Research Building and The Nuffield Orthopaedic Centre. We also have a library in Banbury at the Horton Hospital. BHCL has about 25 staff across the sites. The Libraries' main users are staff and clinical students from the University of Oxford; NHS staff in the Oxford University Hospitals NHS Trust; and healthcare students from Oxford Brookes University

For more information please visit:

<http://www.bodleian.ox.ac.uk/medicine/home>

<https://www.bodleian.ox.ac.uk/nhs>

Selection criteria

Essential

- Educated to GCSE level or equivalent
- 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
- 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
- Reliable, punctual
- Discreet when dealing with material of a confidential or sensitive nature
- Ability to prioritise and work under pressure, while maintaining care and accuracy in undertaking a range of routine tasks.

Desirable

- Previous experience of working in a library environment or similar customer services environment
- Previous experience of using an automated library management system
- Local library specific subject interest/knowledge
- Knowledge/experience of library databases and online resources

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:

- Lone Working
- Regular manual handling

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

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 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 **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.

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).

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

To return to the online application at any stage, please go to: 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.

Important information for candidates

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, flexible working options, travel discounts including salary sacrifice schemes for bicycles and electric cars and other discounts. Staff can access a huge range of personal and professional development opportunities. See <https://hr.admin.ox.ac.uk/staff-benefits>

Employee Assistance Programme

As part of our wellbeing offering staff get free access to Health Assured, a confidential employee assistance programme, available 24/7 for 365 days a year. Find out more <https://staff.admin.ox.ac.uk/health-assured-eap>

University Club and sports facilities

Membership of the University Club is free for University staff. It 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 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 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

We are a family-friendly employer with one of the most generous family leave schemes in the Higher Education sector (see <https://hr.web.ox.ac.uk/family-leave>). Our Childcare Services team provides guidance and support on childcare provision, and offers a range of high-quality childcare options at affordable prices for staff. In addition to 5 University nurseries, we partner with a number of local providers to offer in excess of 450 full time nursery places to our staff. Eligible parents are able to pay for childcare through salary sacrifice, further reducing costs. See <https://childcare.admin.ox.ac.uk/>.

Supporting disability and health-related issues (inc menopause)

We are committed to supporting members of staff with disabilities or long-term health conditions, including those experiencing negative effects of menopause. Information about the University's Staff Disability Advisor, is at <https://edu.admin.ox.ac.uk/disability-support>. For information about how we support those going through menopause see <https://hr.admin.ox.ac.uk/menopause-guidance>

Staff networks

The University has a number of staff networks including for research staff, BME staff, LGBT+ staff, disabled staff network and those going through menopause. Find out more at <https://edu.admin.ox.ac.uk/networks>

The University of Oxford Newcomers' Club

The University of Oxford Newcomers' Club is 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.

Research staff

The Researcher Hub supports all researchers on fixed-term contracts. They aim to help you settle in comfortably, make connections, grow as a person, extend your research expertise and approach your next career step with confidence. Find out more <https://www.ox.ac.uk/research/support-researchers/researcher-hub>. Oxford's Research Staff Society is a collective voice for our researchers. They also organise social and professional networking activities for researchers. Find out more <https://www.ox.ac.uk/research/support-researchers/connecting-other-researchers/oxford-research-staff-society>