Job Description – Library Assistant (Content and Licensing Team)

About the Role
The Library’s Content Licensing and Intellectual Property Team (CLIP) comprises two main functions / teams: The Content & Licensing Team acquires and licences library content and the Intellectual Property Team clears copyright for other items of third party content used in Open University courses.

You will provide proactive and efficient administrative support to the Library Services’ Content Licensing and Intellectual Property (CLIP) team and assist in the delivery of services across other areas of the library where appropriate. For the majority of the time, you will purchase and renew online content and print from multiple suppliers, creating orders, receipting and processing invoices, evaluating use and value, accessibility testing and promotion as well as providing a document delivery and inter-library lending service for Open University Researchers and staff. You will input to projects as well as business as usual work and balance sometimes conflicting priorities.

You will take part in organising and maintaining text and numerical data about financial transactions and assemble data to aid decision-making regarding the acquisition, licensing and use of mainly online information resources and spending the Library’s annual £5M Information Resources Budget. You will work closely with and deputise for the Senior Library Assistant. Library Assistants are required to be flexible in their role and will often support other areas of Library operation depending upon the needs of the business.

Key Responsibilities
• Undertaking administrative processes in support of key aspects of content acquisition and input to process documentation and improvement. This includes: placing orders for books and journals into the library management system before sending to suppliers, carrying out receipting and invoicing processes; creating and maintaining accurate records of subscriptions in multiple systems, producing data for reports and contributing to periodic systems reviews to ensure that they are fit for purpose.
• Researching and checking availability of items for purchase and / or loan and liaising with other libraries, book suppliers and journals agents before placing orders and monitoring and assisting with evaluating their performance against agreed contractual terms.
• Receiving and responding to enquiries from users of various library services through webchat, email, telephone and in person. Ensuring that details of enquiries are recorded accurately in appropriate systems.
• Collecting and collating data about the use of content, to evaluate the use and effectiveness of different types of online content purchased by Library Services, within agreed timescales.
• Creating and maintaining cost data in subscription records; manipulating data in spreadsheets or other systems to provide reports on budgets and spending; receiving and acting upon
updates from publishers; working with the Senior Library Assistant to proactively resolve issues and discrepancies and advising other team members of any impact of changes.

- Supporting the Library’s work in meeting the diverse needs of students with disabilities who require accessible content. This includes undertaking assessments of online platforms and content to an agreed set of criteria and providing reports for publishers and to inform purchase decisions.
- Contributing to initiatives that promote and develop awareness of Library content for students and researchers e.g. through posts to social media and any other appropriate channels.
- Providing input to support work across the range of services offered by CLIP and in support of other Library services; in particular the Research Support Team assisting with the cataloguing of academics’ publishing outputs, the Enquiries Helpdesk supporting OU students and the Intellectual Property Team.
- To deputise for the Senior Library Assistant, Content and Licensing when required.

All staff are expected to:
- Undertake any other duties which may reasonably be required.
- Take reasonable care of the Health and Safety of themselves and that of any other person who may be affected by your acts or omissions at work.
- Demonstrate a strong commitment to the principles and practice of equality and diversity.
- Attend appropriate staff development events and undertake appropriate training where necessary to improve skills.

Skills and experience

Essential:
- Educated to A level standard or equivalent
- English and Maths at GCSE C level or equivalent
- Advanced level skills in Microsoft Office, particularly Excel for data analysis and presentation, Outlook and Word.
- Proven experience using and improving administration processes, accuracy and attention to detail, particularly working with financial data, displaying a high degree of organizational ability.
- Evidence of ability to digest information quickly and think logically and concisely to resolve problems.
- Ability to work individually and collaboratively to prioritise and manage workload, taking personal responsibility for getting things done and using initiative and judgment to respond quickly and flexibly to conflicting demands.
- Demonstrable experience of providing excellent customer service.
- Confident, professional and articulate, able to engage with a wide range of internal and external customers.
- Evidence of strong team working, building good relationships and contributing to the team through constructive feedback.

Desirable:
- Experience working in a finance role
- Experience of working with external, third party suppliers.
- Experience of using a Library Management System