



ROLE PROFILE

Position Title:	Library Assistant
Department/School:	Library Services
Division/Faculty	Teaching and Learning
Position Level:	Level 2
Reporting to (role):	Library Services Manager
Role summary:	To assist in the daily operation of Circulation Unit and providing a service to all library customers in a pleasant and efficient manner.

Generic roles

No.	Description
1.	Ensuring smooth daily operations in the library. Provide good customer services at all levels
2.	Provide information skills to students and staff at all levels to locate, use and effectively manage information available at the library.
3.	Offer tailored current-awareness services for academics and students
4.	Assist library users in using library facilities and services.
5.	Prepare relevant documentation, reports and user guides

Specific roles

No.	Description	Required Competency
1.	Customer Services Counter <ul style="list-style-type: none"> • Maintain Customer Services Counter operation. • Handle returning books and reference materials to the shelves. • Shelf maintenance as necessary, and clerical functions like data entry. 	Customer Focus
2.	Circulation clerical task <ul style="list-style-type: none"> • Assist in registration and update patron records including (graduation list, re-sit, mobility students). • Shelving /patrolling to keeping the library in good order. 	Customer Focus



3.	Lost Book <ul style="list-style-type: none">• Prepare lost book form and get the quotation from acquisition unit and notifying Cataloguing unit for withdrawal.• Handle lost book payment from user and clear their library account.• Update status for lost book in library system (ALMA)	Managing Resources
4.	Missing/not found items <ul style="list-style-type: none">• Carry out extensive searching throughout library for missing items.• Report to acquisition and cataloguing unit for missing item after final search.	Managing Resources
5.	On Hold Shelf Items <p>Check and release expired hold shelf item to trolley then back to the shelves and enable item for another users.</p>	Customer Focus
6.	Monitor jobs in ALMA <p>Monitor daily jobs report in ALMA and report to Circulation team leader for any errors occurs through running jobs.</p>	Analytical Thinking
7.	Library User Education <ul style="list-style-type: none">• Provide NUsearch training for new students and assist them to search the resources in the library.• Provide library guided tour and promote library services to new students and visitors.• Prepare NUsearch video guides for library users.	Customer Focus
8.	ALMA new release (Fulfillment) <ul style="list-style-type: none">• Attend the ALMA new release monthly group discussion• Do testing on new function related to fulfillment• Apply any updated function related to deskwork	Teamwork

Job Requirements:

Specification	Essential	Desirable
Qualifications/ Education	Possess a minimum Degree in related field	Degree in Library and Information Science/Information Technology
Knowledge and Skills	Good computer knowledge, and some experience handling an integrated library system will be an advantage	Knowledgeable on library automation system/cataloguing/user education/IT knowledge and AI
Working Experience	At least 1 year's working experience in library and information related services.	At least 2 years' working experience in library and information related services
Character Attributes	Other attributes include a good team player, meticulous, and has strong customer service orientation	Be proactive in identifying and resolving potential issues
Others	Good oral and written English Language communication skills	Have proven skills in writing user guides and documentation on customer services