



ROLE PROFILE

Position Title:	Senior Library Assistant
Department/School:	Library Services
Division/Faculty	Teaching and Learning
Position Level:	Level 3
Reporting to (role):	Library Services Manager
Role summary:	To lead 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.	Support library users in using library facilities and services.
5.	Prepare relevant documentation, reports and user guides
6.	Supervising junior staff as required.

Specific roles

No.	Description	Required Competency
1.	<p>Inter-Library Loan</p> <ul style="list-style-type: none"> • Source and acquire materials not held by library from other resources upon request by customer. • Manage the Borrowing of digital material not held by library and Lending of digital material for international universities via RapidILL • Handling any enquiries about Inter-library loan services • Prepare inter-library loan monthly report and compile statistics 	Managing Resources



2.	<p>Customer Services Counter</p> <ul style="list-style-type: none"> Performs circulation desk procedures, such as checking in and out materials, registering patrons, collecting fines etc. Handling all enquiries through telephone/e-mail/walk in at Customer Services Counter 	Customer Services
3.	<p>Circulation Clerical Task</p> <ul style="list-style-type: none"> Handling item claimed returned or not borrowed Shelving and patrolling-to keep library in good order Update patron records in library system (graduation list. Mobility student etc.) Backup other circulation colleagues desk work if they are away 	Customer Services
4.	<p>Non-Circulation Task</p> <ul style="list-style-type: none"> Provide library guided tour and self-check guide for new intake students. Provide user education training.,eg Nusearch class and prepare written & video guides Perform all other duties as assigned 	Customer Focus
5.	<p>Alma New Release (Fulfillment) Read the monthly new release note, find out the applicable features, discuss and conduct testing with Library Application Officer.</p>	Developing Talent
6.	<p>Circulation Statistics Compile data and prepare summary report of 'Gate Head Count', patrolling and self-services statistic.</p>	Analytical Thinking

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 integrated system/cataloguing/user education/IT knowledge and AI. Good knowledge of ILL (Inter Library Loan)



Working Experience	At least 3 years' working experience in library and information related services.	More than 3 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.