

Graduate Trainee - Member Services

Candidate Information Pack



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The London Library

OUR PURPOSE

The London Library is a registered charity dedicated to the advancement of education, learning and knowledge by the provision and maintenance of a lending library in London embracing every aspect of the Arts and Humanities. Founded by Thomas Carlyle in 1841, it has already played a central role in the intellectual life of the nation for over 175 years.

OUR MISSION

Supporting scholarship, creativity and cultural enrichment

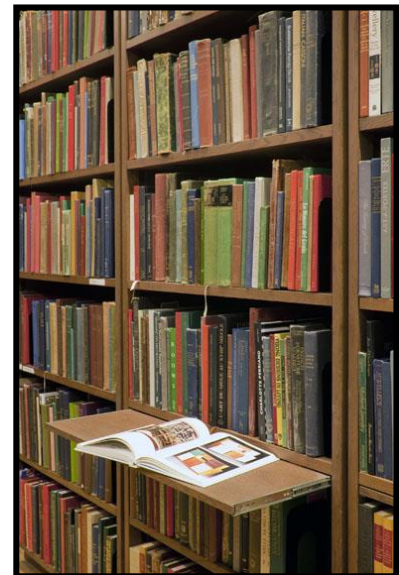
KEY CHARACTERISTICS AND VALUES

The London Library is ...

A treasure-trove of knowledge

By acquiring the most important published works in the arts and humanities in each generation and discarding almost nothing from its shelves, the Library has amassed an extraordinary collection of over one million volumes dating from the 16th century to the latest publications. A growing electronic library complements the printed collections.

We seek to provide the most direct and liberal access to knowledge by maintaining a high proportion of the printed collections on open-access shelves where the volumes may be freely browsed, with most available for loan. Likewise we seek to make the resources of our electronic collections available off-site (through our website) as well as within the Library premises.



A place of learning and enjoyment

We believe in the intrinsic value of the life of the mind and its cultural expression so the Library offers facilities conducive to thinking, reading, scholarship and creativity.



Membership is open to all and many of our 6,500 members have no right of access to other loan collections of comparable depth and reach.

We seek to provide a prompt, reliable and courteous service, meeting and exceeding the expectations of users. Our highly-qualified and specialist staff operate in a spirit of keen collaboration with members, engaging with their individual research and reading interests whether those interests are professional or personal.

Independent

Throughout its history, the Library has remained self-financing (supported by membership subscriptions, donations and bequests) and self-governing, with a committee of Trustees elected by and from the members. This independent status

brings many challenges but enables us to decide our own priorities, standing apart, when necessary, from fluctuating policy trends in local or central government.

We determine our future direction and priorities in keeping with our founding principles and the needs of all those who depend upon us. At the same time, we seek to create effective partnerships with a wide range of organisations in order to learn from others, share our own expertise and work together in pursuit of common goals.

Cosmopolitan

The Library reflects the special character of London, being cosmopolitan in its collections and outlook. From the start, works were added to the collections in most European languages and many non-European ones; this practice continues with particular strengths in French, German, Italian, Russian and Spanish languages.

While providing a rich resource for London's residents, the Library also seeks to serve those much further afield. The Library's founder, Thomas Carlyle, held that "without reading, there is no intellectual living: a life without letters is death"; by working to increase access to the Library's collections and services (including an active postal loans and enquiry service and an ever-growing Electronic Library), we seek to ensure that no-one need go short of food for thought.

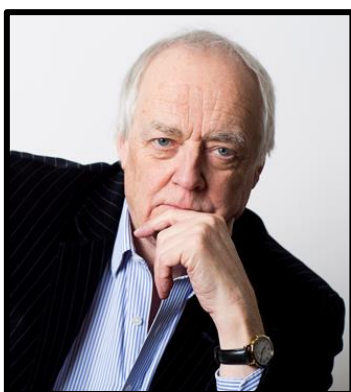
Steeped in history



T S Eliot
President 1952–1964

The Library's founding members included many of the most prominent writers and thinkers of the day (from Dickens to Darwin, George Eliot to Thackeray, John Stuart Mill to Harriet Martineau) and the roll-call of renowned members continues to this day. The history of the Library – its members, collections and premises – therefore offers a window onto the literary and intellectual history of the nation.

We take pride in our history and seek to preserve and promote awareness of our unique institutional archive among scholars and researchers around the world as well as interested general readers.



Sir Tim Rice
President 2017–present

OUR VISION FOR THE FUTURE is to continue to provide generations of researchers, recreational readers, and writers of all kinds with the riches of a national library in the arts and humanities for use in their own homes or workplaces. As a leading literary institution, we aim to celebrate and promote the written word, stimulating ideas and creativity to the cultural enrichment of all.

For further information about the Library, visit www.londonlibrary.co.uk

The Member Services Department

As the main point of contact for members in their use of the Library the Member Services Department has a high profile, making a vital contribution to attracting, serving and retaining members and preserving the organisation's good relations with its membership. The department is responsible for membership and reception, lending, enquiry, reference, postal and inter-library loan services.

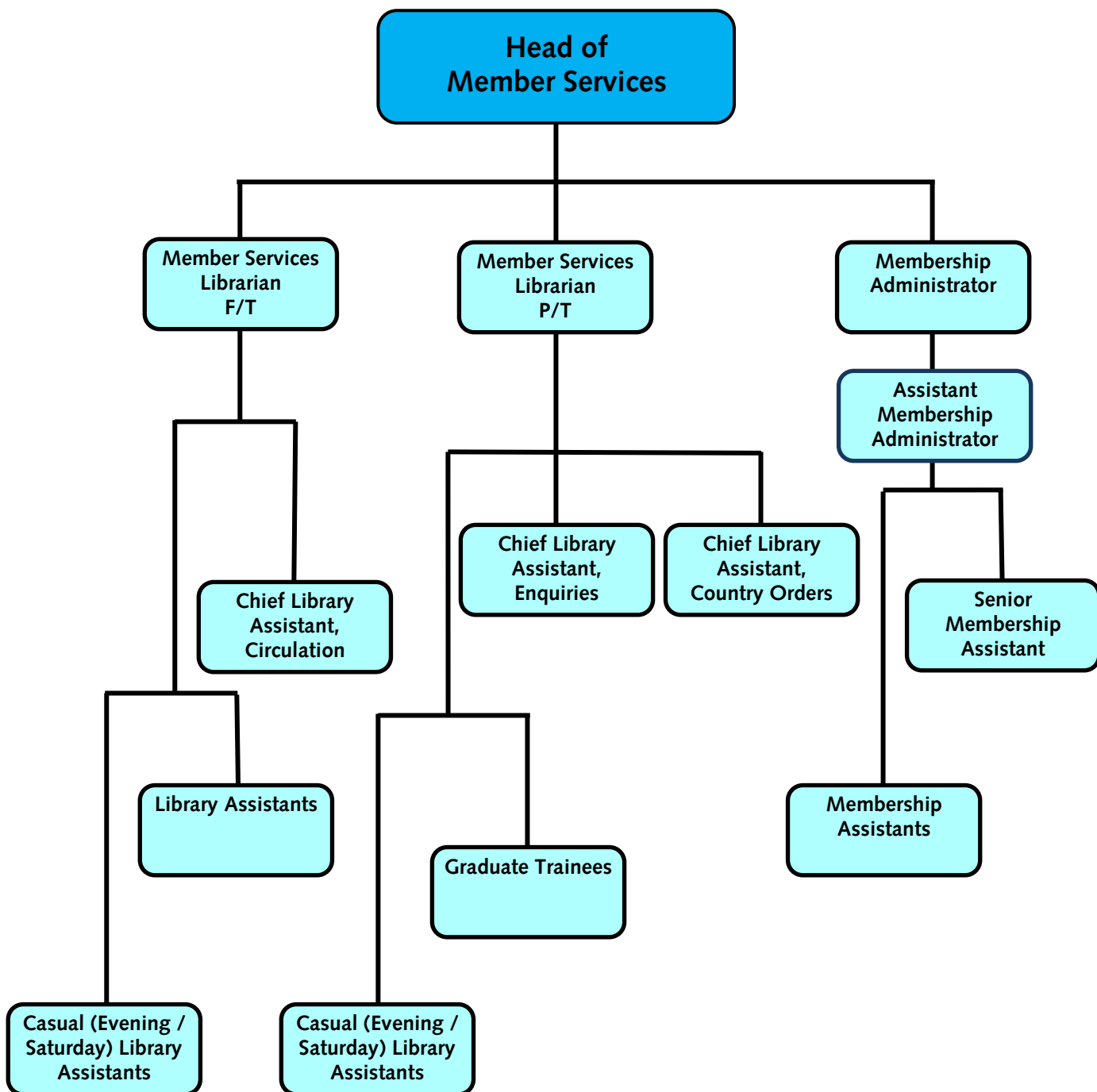
Full lending services are offered including loan, renewal, recall, request and retrieval in person, by phone, letter or email. Hold requests can be placed via the Library's catalogue by members wishing to have material ready on arrival. Staff fetch material from any part of the Library on request and search over time for material not immediately found. The department issued nearly 70,000 books and retrieved and processed approximately 35,000 hold requests last year. Promptness, accuracy and efficiency underpin lending services.

A team within Member Services are dedicated to undertaking enquiries from members in person, by phone, fax and letter and by email. Enquiries vary from straightforward book requests to complex, lengthy subject enquiries. Bibliographic checking and subject searching utilising a range of printed and online resources is undertaken, as there is no single window onto the whole collection. Where enquiries fall outside the scope of the collections staff identify appropriate libraries and collections for referral.

For those members unable to visit the Library in person dedicated staff respond to often complex enquiries and despatch books by post. This service also includes inter library loan requests, which are on the increase since the Library's records were included on COPAC.

The Library provides a variety of reading rooms and individual reader spaces, which are overseen by the department. Supervised rare book consultations, which are also on the increase, are a key activity. The department also provides services such as photocopying and reprographics.

Departmental structure



Graduate Trainee Programme

Each year we recruit trainees to be based in the Reader Services team in the Member Services Department. The posts start in September and run for a year. Graduate Trainees are deployed across all areas of the department and form an essential part of the team serving members carrying out a range of key library tasks concerned with the lending of books and handling enquiries from members in person, by telephone and by email, and helping them to make the best use of our extensive collections. Trainees are also responsible for managing a section of the bookstacks, replacing books on the shelves daily, ensuring signs and labels are accurate and helpful to members, and working with the Head of Collection Care to improve the condition of the book stock.

We look for applicants capable of learning quickly, who take pride in working on their own initiative, in doing a job well, and who are willing to apply themselves to completing routine work (which can be repetitive) efficiently. Competition for these posts is always very strong. Applicants should have a good degree result or the expectation of it and sound IT and communication skills. Previous customer service experience is highly desirable. Paid experience in a library is not a pre-requisite for these positions; but some voluntary experience and evidence of some understanding of what library work is all about is advantageous. Please note these posts are **not** suitable for anyone who has held a professional or para-professional role, or undertaken a postgraduate qualification in librarianship/information science or previous graduate traineeship. Further details about requirements, pay and benefits can be found on pages 6-9.

During the first five weeks a formal induction programme is carried out, with training in the use of our catalogues, the book circulation system, basic reference and enquiry work, book handling, and our various types of membership, and includes a thorough introduction to Member Services procedures including the effective use of IT, which is central both to the daily work of administering the Library and in providing online resources to members.

An important part of the trainee year is acquiring an overview of the different types of library work available and what they involve. The year includes a programme of presentations by individual members of staff with particular responsibilities in other departments with introductions to the collection development policy, governance and management structure, acquisitions and bibliographic services, collection care department, IT strategy, and membership services. Group sessions on dealing with difficult people and achieving excellence in job applications are also offered.

As part of the programme there are visits to several other library and information services. The aim is to give trainees an understanding of as many aspects of library and information work as possible and to assist them in their applications to library and information studies courses. In this we have a first-rate record with all of our trainees wishing to go on to a postgraduate course being offered. The Library follows the SCONUL Code of Practice for library trainees.

Graduate Trainee

Role: Summary

Job title:	Graduate Trainee
Salary:	A
Department:	Member Services
Status:	1 year fixed term contract, aiming to provide a year's library experience prior to post graduate study in librarianship/information science
Location:	St James's Square, London SW1
Accountable to:	Member Services Librarian (part-time)
Key relationships:	Head of Member Services Member Services Department Head of Collection Care Other Library staff Members of the Library and other stakeholders
Purpose:	To assist in the day-to-day provision of effective book issue, renewal, reservation, returns, postal loans and enquiry services, and to perform stack management duties as instructed.

Role: Key Duties

Circulation

As part of a team to participate in:

- assisting in the proper preparation of the department and members' facilities in the Issue Hall, Reading Rooms and elsewhere for opening at the start of the working day
- issuing books to members as required, checking the condition of books, noting any damage at issue and ensuring that all loans are recorded accurately
- investigating and if possible resolving any blocks on members' records (eg overdue books, excess borrowing, incorrect address or special messages)
- placing recalls for books on loan or missing
- issuing books set aside for members, cancelling the reserve shelf records
- correctly completing and dealing with safe requisition cards (SRCs) and guarantee forms for the consultation and borrowing of rare or costly items
- taking receipt of books returned by members in person or by post, checking the condition of books, noting any damage, checking for any reservations in place and putting books aside for re-shelving or collection
- preparing and dispatching emails and letters to members about a range of circulation activities including overdue notices, recalls, books held notifications etc
- renewing loans on request from members by email, telephone, post, fax, or in person
- processing members' suggestions for book purchase
- processing requests for missing books
- generating and acting upon a daily trace list of requested books
- fetching and returning of books from locked stores as required, following established security and conservation procedures

- providing general assistance to members in their use of equipment in the Library as required, including the microfilm reader, overhead book scanner and photocopier.
- contacting members by phone, fax or email when books requested become available, setting the books aside to await collection

Enquiry and book retrieval

As part of a team to participate in:

- taking book and subject enquiries from members in person, by phone, fax, email or letter, checking the catalogues for items possessed, fetching from the stacks, recording and putting them aside for collection if required
- using bibliographic databases, external library catalogues, electronic and internet resources as necessary to satisfy members' enquiries
- to provide specific assistance on request with assisting members' use of e-resources in person or over the phone

Stack management

- To be responsible for a shelving section, re-shelving, tidying and ensuring correct shelf-sequence daily; reporting overcrowded areas to the Head of Collection Care; reporting signage requirements to the Head of Member Services; identifying books in need of repair; reporting defective stack lights to the Support Team

Other duties as required

- Undertake periods of duty in the reading rooms, answering enquiries or supervising members as they consult rare materials
- Participate in library tours for prospective members and bespoke induction tours for new members
- To assist with the provision of the postal loans and interlibrary loans services
- To help maintain the new book and dust-jacket displays
- To attend all internal training courses provided by the Library as part of the trainee experience
- To attend all external visits as arranged by the Library as part of the trainee experience
- To work in any part of the Member Services Department as the demands of the service require to ensure the provision of a seamless and high quality service to members at all time
- To attend appropriate training courses to improve and extend skills base as required
- To undertake any other duties as may reasonably be required by the Director of The London Library

Library posts in Member Services involve substantial physical effort in the moving and handling of material.

The job description set out above does not form part of the contract of employment and may be subject to amendment at the discretion of the Director.

July 2018

Person Specification

Qualifications

- Good first degree, preferably in a subject within the Humanities
- GCSE (Grades A-C) or equivalent in English and Mathematics

Desirable

Essential



Experience and Knowledge

- Some experience of customer-service work (eg in a shop, bar or restaurant)
- Some experience (paid or voluntary) of library based work
- Demonstrable knowledge or interest in the Arts and Humanities



Skills and Abilities (Essential)

- Ability to work effectively as part of a team, with a collaborative approach to achieving team and organisational goals
- Ability to communicate confidently and effectively with a wide range of people, including members, potential members, staff, members of the public face to face and on the telephone
- Ability to communicate well in writing, preparing routine letters and emails
- Clear, legible handwriting
- Good general knowledge and a good memory
- Good basic IT skills (MSWord, email, internet)
- Ability to deliver high standards of customer service even under pressure
- Ability to undertake routine work diligently, accurately and positively



Personal Impact (Essential)

- A genuine commitment to delivering first rate services
- Organised, persistent and methodical approach
- Pleasant, good-humoured and consistently courteous approach
- Ability to work accurately, methodically and successfully to deadlines
- Flexible and adaptable
- Self-motivated, team worker who enjoys working with people
- Fitness to undertake physical duties such as retrieving and shelving
- Ability to carry out routine work quickly, efficiently and in a positive manner
- Availability to work evenings and at weekends occasionally on a rota basis



Key Information

Hours of work, pay and benefits

Hours of Work

This position is available from September 2018.*

The normal hours of work for this post are 35 hours per week, worked between 9.00am and 5.45pm according to the rota on five days a week, including, currently, one Saturday in two and four evenings over every eight week period – these are compensated by weekdays off and shifted starts, eg 12pm-8pm. The Library is closed on Sundays.

Salary

Circa £20,550 per annum including London weighting. Graded London Library Band A. The Library follows the single-spine pay scale established in the 2003 Framework Agreement negotiated between the University and Colleges Employers' Association (UCEA) and the major trade unions representing university employees. Cost of living increases negotiated under the terms of the Framework Agreement will normally be adopted by the Library with effect from 1 August each year.

Meal allowance: In addition to salary, the Library gives a taxable "meal allowance" of £2.08 per day (£540.80 per year) to all members of staff working a full seven-hour day.

Pension

The Library offers a contributory Group Personal Pension Scheme (Scottish Widows) and will match employee contributions up to 6%.

Annual leave: 24 days plus 11 days when the Library is closed for public holidays.

Childcare Vouchers: Interested staff can purchase childcare vouchers via a salary exchange scheme.

Season tickets and bicycle loans

Interest-free loans for the purchase of season-tickets and/or bicycles for travelling to and from work.

Access to collections

The facility to make full borrowing use of the Library's collections (up to 10 books at a time) and online resources.

Discount on London Library membership

Staff may extend a discount on Library membership to family or friends (limited to two per year; applies to first year of membership only)

Book purchase and binding

Staff may purchase books for themselves, taking advantage of the discounts negotiated by the Library. Discounts on binding personal books may also be arranged.

Training & Development

The Library is committed to the support and development of all staff. We aim to ensure that all members of staff not only have the knowledge, skills and experience necessary to be successful in their jobs, but also to fulfil their career potential.

Rest facilities: Staff-room with small kitchen and dining area offering free tea and coffee-making facilities.

Application procedures

How to Apply

Please read the details about the post carefully before applying. Failure to follow the requirements set out below may result in your application not being considered.

Applications should include:

- A concise curriculum vitae (no more than 2 sides of A4 paper).
- A covering letter (one side of A4) in support of your application. Please include why you are interested in this position. Please also indicate any unavailability for the proposed interview dates (weeks of 6 and 13 August)
- Full contact details (address, telephone number and email address)
- Names and full contact details of two referees whom we may approach for references. If you do not wish a particular referee to be contacted before you have accepted a conditional offer of employment, please make this clear.
- Equal Opportunities Form (available in this document and from the Library website in a version that can be edited in Word). This form is separated from your application upon receipt and does not form part of the interview selection process.

Timetable

Deadline for applications to be received
Sunday 29 July 2018 (at midnight)

Interviews

Week beginning 6 or 13 August 2018

Please send your application to:

**Ms Mary Gillies,
Deputy Director**

By email: *vacancies@londonlibrary.co.uk*

By post:

Vacancies
Graduate Trainee (Ref: LL/18/06)
The London Library
14 St James's Square
London
SW1Y 4LG

By Fax: 020 7766 4767

All applications will be acknowledged (please provide an SAE or email address).

Appendix One – Equal Opportunities Monitoring Form

The London Library is committed to being an equal opportunity employer. To help us monitor and achieve this **please complete the six questions below** and send it with your application. The information you provide is used for no other purpose and will be treated as strictly confidential. This form will be separated from your application upon receipt and before selection of candidates takes place.

Monitoring Questions	Please insert answers below
1. Post applied for	Graduate Trainee (Ref: LL/18/06)
2. Where did you hear about this vacancy? eg website (please specify which), word of mouth	
3. Nationality Please tell us your nationality / prefer not to say	
4. Do you consider yourself to have a disability or long-term health condition? Please answer yes / no / prefer not to say	
5. Gender monitoring Would you describe yourself as male / female? Or prefer not to say?	
6. Ethnicity monitoring How would you describe yourself?	Please choose ONE section from A to E and add your response below
a) Asian or Asian British Indian Pakistani Bangladeshi Any other Asian background (please specify)	
b) Black or Black British Caribbean African Any other Black background (please specify)	
c) Chinese or other ethnic group Chinese Any other ethnic background (please specify)	
d) Mixed White and Black Caribbean White and Black African White and Asian Any other mixed background (please specify)	
e) White British Irish Any other White background (please specify)	
f) Prefer not to say	

Thank you for your co-operation.