<table>
<thead>
<tr>
<th>Based</th>
<th>RSM, London w/some remote working</th>
<th>Travel</th>
<th>None</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reports</td>
<td>No direct reports</td>
<td>Reports to</td>
<td>Library Customer Services Manager</td>
</tr>
<tr>
<td>Seniority</td>
<td>Team Member</td>
<td>Hours</td>
<td>35 hours per week including core flexible working. Saturday and evening working may be required on an occasional basis.</td>
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</table>

### Key areas of influence

Supports members in their learning and research, through the provision of a range of library services, ensuring a return on member’s subscription investment.

Influences the member’s experience of the RSM by delivering high-quality library customer-facing services to ensure return on their investment.

### Key contacts

**Internal:**
Library team members incl. Library Customer Services Manager.
Marketing, press/media, design
Membership team
Education and Content team

**External:**
RSM members
Suppliers of library facilities and services, problem reporting

### Facts and Figures

- Assists in the provision of the Document Delivery and Inter-Library loans service, where on average 3,000 articles are sent to customers per year.

- A front facing role providing a service to 19,500 RSM members remotely and on the library’s enquiry desk.

- Assist with answering on average 100 enquiries per month through the library’s email.

- Assist with re-shelving 25,000 borrowed and used items within the library each year.

- Provides content for 12 Library bulletins per year.
- Assist with overseeing the library’s 49 study spaces, environment and related facilities including 24 public PCs, printers and digital signage.

- Assist with collating daily statistics and reporting on MS Dynamics, including number of enquiries, visits and occupancy, Document Delivery and permissions requests.

- Autonomous in decisions relating to the day to day provision of services to members, consults with Library Customer Services Manager on a daily basis.

- Access to confidential membership information held in physical records and online. Access to library and collection security information.

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<tr>
<th>Key Outcomes (Role Purpose)</th>
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To undertake a research project to investigate the future of library provision at the RSM. The RSM has embarked on an ambitious programme of change outlined in its recent strategy Better Healthcare for Better Lives which sets out our aim to become an easily accessible, leading digital medical library for researchers.

Working as part of a team responsible for the day to day provision of the library’s customer-facing services for members including the library’s study environment and facilities and its’ enquiry, loans, document delivery, inter library loan and subject support services.

Providing administrative support for the full range of library services including the procurement of digital and print collections, training and webinar support, library systems, archives, heritage and exhibitions.

<table>
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<tr>
<th>Key Objectives (Role Responsibilities)</th>
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1. Actively participate in the library’s enquiry service, taking ownership of electronic and in-person enquiries and staffing the enquiry desk on a rota basis, using judgement, initiative and knowledge of procedure to determine the most effective resolution, referring enquiries on to colleagues when appropriate.

- Monitor the library space, study environment and IT facilities, liaising with internal service providers to carry out maintenance and resolve reported issues as they arise; to contribute to proposed improvements to the library space, facilities and services.

- Assist members with their use of the self-service facilities within the library including desktop PCs, Wi-Fi, print management, book loans, room access and bookings and access to e-resources; to provide advice, assistance and training or induction for members and staff where appropriate.

- Accurately record all out-going loans and returns through the library management system; duties around library loans, returns, reservations, recalls, overdue notices and preserving access to books and ‘good order’ for the RSM collection are essential to this role.
• Contribute to the retrieval of bookstock for members from stores, carrying out stock checks, book cleaning, print collection withdrawal and disposal processes, stock re-location and daily book and journal shelving and tidying within the library.

• Accurate cataloguing and recording of service data, including member’s loan data, library records, collation of statistics and managing order and invoicing data via Dynamics, the CRM platform.

2. Contribute to the delivery of an active inter library loan and document delivery service for a range of members and partner institutions by:

• retrieving, scanning and sending documents in alignment with current copyright legislation and to published service standards and timescales.

• Assist customers with permission requests for use of RSM literature as well as referring customers to relevant Publishers when required.

• Generate reading lists for upcoming RSM events. Select suitable sources by searching through several Medical databases and online catalogues.

3. Maintain and update library internal knowledge and procedure documentation to ensure the consistent delivery of an excellent service to members.

• Log all invoices and accurately record all expenditure; receipting goods, coding invoices for payment and carrying out additional financial routines on request.

• Develop cordial and productive, ongoing relationships with suppliers in the timely day-to-day management of a large digital and print library portfolio.

• Participate in the evaluation of new electronic products and systems, contributing to an assessment of their suitability, use, value and impact.

• Maintain an awareness and keep up-to-date with developments in the library profession by engaging with CPD opportunities as they arise.

4. Various duties relating to library online and physical collections including but not limited to:

• Place orders for print books from suppliers, creating skeleton catalogue records and carrying out order to shelf routines accurately.

• Assist in the promotion of new acquisitions, systems and holdings and in collating, analysing and reviewing feedback from surveys.

• Work with library volunteers to assure an effective conservation programme and with the Heritage Officer, to provide formatted printed materials for exhibitions.
• Any other reasonable duties as negotiated and agreed with the Library Customer Services Manager.
### Person Spec - Key Competencies

<table>
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<tr>
<th>Adaptability</th>
<th>Can react to changing circumstances and priorities quickly and efficiently</th>
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<tbody>
<tr>
<td>Communication</td>
<td>Speaks and writes clearly and articulately, not chatty or verbose unless appropriate to situation. Maintains standard in all communications including email. Tailors approach to suit audience.</td>
</tr>
<tr>
<td>Customer Service</td>
<td>Recognises customer is valuable and always seeks to provide high levels of service. Turns a problem into an opportunity. Deals effectively with complaints. Solicits and acts upon feedback where appropriate.</td>
</tr>
<tr>
<td>Detail – attention to</td>
<td>Reviews and checks work of self and others. Can focus on and sift out important facts when faced with lots of detail. Does not let important details slip, accurate and focuses on accuracy.</td>
</tr>
<tr>
<td>Flexibility</td>
<td>Copes effectively and is not phased by complexity and change in circumstances. Identifies when needed and adapts quickly to changing priorities and conditions.</td>
</tr>
<tr>
<td>Team work</td>
<td>Works effectively with others, contributes strongly, recognises the value of differing contributions, supportive and collaborative</td>
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### Person Spec

**Personal attributes, knowledge, experience & qualifications - Essential**

- Degree level qualification or equivalent experience
- Experience of using library systems and databases (input, retrieval and search strategies)
- Experience of providing a high quality, customer-focussed enquiry service
- Experience of following policy and procedures in day-to-day activities
- Problem solving skills in relation to library enquires and research practice
- Experience of working with people of varying seniority and resolving issues

### Person Spec

**Personal attributes, knowledge, experience & qualifications - Desirable**

- Proven IT skills to a high standard including use of MS Office, library systems and software
<table>
<thead>
<tr>
<th>Organisational values &amp; behaviours</th>
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<tr>
<td>The following generic statements are included in all RSM Job Profiles.</td>
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<tr>
<th></th>
<th>The post holder must always when conducting responsibilities and interacting with others:</th>
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<tbody>
<tr>
<td>a)</td>
<td>Uphold the RSM values. Specifically treating others with RESPECT, INVESTING in people to help them develop and grow, striving to continuously IMPROVE what we do by setting ourselves and others stretching objectives and measuring outcomes, LISTENING to colleagues, customers and COLLABORATING to achieve more new ideas, DELIVERING our intentions.</td>
</tr>
<tr>
<td>b)</td>
<td>Adhere to the Society’s Health and Safety regulations and ensure the safety of oneself and others engaged in the RSM premises and work by reporting hazards to a senior manager for address or taking actions (where possible) to remove safety hazards.</td>
</tr>
<tr>
<td>c)</td>
<td>Adhere to the Society’s GDPR regulations and only use data as required to undertake their role and handle it in an appropriate and confidential manner.</td>
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<tr>
<td>d)</td>
<td>Fully subscribe to the spirit of and adhere to the Society’s people policies the RSM’s Code of Conduct.</td>
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