

Trainee librarian

Job purpose:

Support the library team in the efficient daily running of the library service and in particular the document delivery service. Provide an excellent service to library users by assisting our members with legal research work and in the use of our collections and databases. The traineeship is designed to offer one year of practical experience of library work to those fully committed to embarking on a postgraduate course leading to a qualification as a library or information professional.

Key accountabilities:

- Supervise users and assist members at the library enquiry desk
- Find, scan and email legal materials for our document delivery service, ensuring high-quality, copyright-compliant scans, with a focus on excellent user service, efficient payment handling and quick turnaround
- Assist solicitors, law firm staff and internal colleagues in finding and using legal resources, whether in-person, by phone or email
- Answer routine legal research enquiries to a good standard
- Regular shelving, collecting items from stores, processing post, and looseleaf filing
- Open and close the library when needed, ensuring the space is tidy, welcoming and well-maintained, including restocking materials
- Assist with library displays and exhibitions, including selecting materials that showcase our current and historic collections
- Deliver library tours and support engagement activities, including open days and other marketing initiatives
- Assist with catalogue record updates and stock moves
- Log enquiries and statistics using our CRM (Dynamics 365) and call handling software (Anywhere365) and collate team statistics
- Contribute to the preparation and updating of user guides and process documentation
- Other projects and tasks in support and promotion of the library service and archives collection as required

Knowledge, skills and experience:

Essential

- Demonstrable customer service experience
- Graduate in any discipline (or equivalent) and a commitment to completing a postgraduate course in library and information studies
- Enthusiastic and motivated to start a career in libraries or the information sector
- Good interpersonal skills for confidently working with library users and colleagues
- Good communication skills, written and oral
- IT literate, proficient in Microsoft 365 standard applications
- Ability to prioritise work and deliver to deadlines and agreed standards
- Positive professional attitude and a proactive approach to continuous improvement and collaborative working
- Accuracy, consistency and excellent attention to detail

Desirable

- Experience in a library or information setting (could be voluntary)
NB: specific library experience is not required as this is a trainee post