

Trainee Librarian

Job details	
Directorate:	Membership and External Affairs
Department:	Member Experience & Services
Team:	Library
Grade:	Career Professional A
Reports to:	Librarian (Systems and Services)
Line management responsibilities:	No
Location:	London

Role overview

The postholder plays a key role in the efficient daily running of our library service and the document delivery service, handling legal enquiries to a high standard for solicitors, law firm staff and the public.

They 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 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.

Core duties of the role:

The post holder will:

- Supervise users and assist members at the library enquiry desk
- Find, scan and email legal materials for our document delivery service
- 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 and looseleaf filing
- Process serials and new books as they arrive
- 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

Skills and attributes:

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

Criteria (knowledge, skills and attributes)	Assessment stage
Desirable:	
Experience in a library or information setting (could be voluntary) NB: specific library experience is not required as this is a trainee post	Application Form and Interview

Organisational chart – Library team

