

	Last Updated: 04/03/2026		
Job Title	Library and Learning Advisor		
Faculty/ Department	Library	Legal Entity	University of Surrey
Job Family	Professional Services	Job Level	2b
Reports To	Library Experience Lead	Line Manages (role title(s))	n/a

Job Statement

The postholder will be a member of the Library Customer Services Team and supports the effective delivery of front of house library services in-person and online for students, staff and external visitors. The postholder will help Library users access information, resources, facilities and study spaces. The role ensures a welcoming, inclusive environment by assisting with enquiries, and guiding users in finding print and digital collections. The post holder contributes to the smooth running of daily operations and upholds library policies and standards. The post plays a key part in enhancing the overall user experience and promoting library engagement. Library and Learning Advisors can supervise temporary staff involved in delivery of support services, including the shelving team and student ambassadors and act as the operational supervisor of front of house delivery at various points during services opening hours.

The role supports provision of core services to students, staff and external visitors and contributes to a positive student experience of Library and Learning Services

Key Responsibilities

Library and Learning Advisors will be expected to carry out a variety of tasks across the Customer Services team, which will include aspects of the following:

1. Day to day supervision of Library front of house operations and aspects of service delivery and access both during and outside standard daytime hours, including participation in rota development and deployment of staff to maintain appropriate cover for the Library Welcome Desk, roving duties, study space management, shelving and security of collections. This includes taking responsibility for evacuation of the building in the event of an emergency.
2. Customer services - provide information and support services to those using the Library and Library resources, assisting staff, students and visitors with use of the Library and finding information needed for their academic study, participating directly in the support of front of house services and in virtual support; supporting others in the polite enforcement of Library rules and regulations and in dealing with exceptions and more difficult user interactions, understanding when to refer matters to a Senior Manager.
3. Provide help and support across all areas of service to meet users' needs as fully as possible, to respond to all enquiries in accordance with agreed procedures. Providing clear, one-step referral to those that require input from specialist teams, including the scheduling of appointments. This will include involvement in support for Library based IT and for users studying remotely.
4. Staff supervision – carry out day-to-day supervision of temporary and security staff involved in front of house activities under the guidance of the Library Experience Lead. This includes participation in training and induction of new and existing staff to ensure high quality customer service and delivery against agreed standards.
5. Provide roving support for users in the building, dealing with enquiries and responding to requests for interventions as part of a text alert service, escalating incidents or issues in line with Library policy.
6. Participate in general access and lending tasks, including membership related liaison, library borrower account management and notification processes, negotiating queries and fines, supporting fetch and collect and stock related tasks.
7. Participate in performance evaluation by collecting quantitative and qualitative data, maintaining and producing statistical and other reports.

N.B. The above list is not exhaustive.

Role Scope and Impact This is a summary of the post holder's role in delivering outcomes, making decisions, and the complexity of problem-solving involved in the role.

Provide a summary of the level of the **accountability and problem-solving**.

Accountability

Post holders are expected to work with minimum supervision but with clear guidance from the Library Experience Lead, to ensure the delivery of high-quality support and services. As a member of the Customer Services team, the post holder has day-to-day responsibility for supervising operational aspects of user support, service delivery

and/or lending and access. The post holder is responsible for ensuring that procedures are followed and appropriate actions taken in the event of a Library Management System issue. Post holders will also deputise on occasion for the Library Experience Lead.

Problem Solving and Decision Making

The post holder is expected to deal with frequent similar situations and problems, resolving them through the application of both acquired knowledge and judgement and with reference to a framework of established policy and procedure. The post holder must develop and apply sound knowledge of the team’s area of work, including the use of the library management system (Alma), memberships systems and online resources, automated self-services and RFID technology to assist with the resolution of questions or issues faced.

Continuous Improvement

Post holders are expected to keep up-to-date with operational changes and developments affecting services, to ensure a consistent and robust service provision. They contribute to the development of support and services in consultation with their manager by making suggestions for process or procedural change drawing upon their operational experience. They also contribute to delivery of agreed service levels as measured by key performance indicators, compiling statistical and qualitative data in relation to these measures. They are expected to be aware of any library developments and to support the recording and updating of procedural and self-service and other support documentation as required.

Planning and Organising

Post holders will organise and prioritise their work within an established operating framework guided by the Library Experience Lead. They will have scope within their daily work routine to organise and prioritise their own work, to ensure that objectives and service levels are met. This will include successfully managing any conflicting demands, drawing upon sound awareness of the options available to inform and make effective and appropriate decisions.

Supplementary Information

Core hours of work of the post holders will be agreed under annualised hours arrangements but there is a requirement that post holders will work some evening and weekend shifts within core hours and in some cases may work a significant component of their core hours outside the standard day. In connection with this, they take responsibility for ensuring provision of services and support to the agreed service level; this includes work alongside and in collaboration with the security team and appropriate hand over from library staff. The post holder is responsible for the evacuation of the library building in the event of an emergency, supported by University Campus Safety who will back up and take overall responsibility as incident controller.

Person Specification This section describes the knowledge, experience & competence required by the post holder that is necessary for standard acceptable performance in carrying out this role.

Qualifications and Professional Memberships		
HNC, A-level, NVQ 3, HND level or equivalent vocational qualifications, plus some relevant work experience Or Evidence of development of appropriate understanding of degree level study through a number of years of relevant work experience in a similar role		E
Degree or equivalent qualification in Library and Information Studies or an interest in working towards a qualification in this area		D
Technical Competencies (Experience and Knowledge) Level 1: basic level of understanding/experience and can apply it with guidance. Level 2: good level of understanding/experience and can apply it with little or no guidance. Level 3: expert level of understanding/experience and can apply, develop it and guide others.	Essential/ Desirable	Level 1-3
Experience in a customer services related environment, preferably in a Library or equivalent organisation.	E	2
Sound interpersonal skills, including cultural awareness	E	2
Attention to detail and accuracy	E	2
Ability to work with limited supervision on a variety of tasks	E	2

A confident user of IT in a general work context (MS Office, Internet etc)	E	2
Previous experience of using an automated library system	D	2
Special Requirements This may include a Disclosure and Barring Service (DBS) check, regular overseas travel, driving licence, shift work.		Essential/ Desirable
Willingness to work flexibly under annualised hours working arrangements		E
Core Competencies This section contains the level of competency required to carry out this role.		Level 1-3
Communication		2
Adaptability and Flexibility		2
Customer, Client service and support		2
Planning and Organising		1
Continuous Improvement		2
Problem Solving and Decision Making Skills		3
Creative and Analytical Thinking		2
Influencing, Persuasion and Negotiation Skills		1
<p>This Job Purpose outlines the core activities of the role. As the Department/Faculty and the post holder evolve, the duties and focus of the role may change. The University expects the post holder to adopt a flexible approach to work, including undertaking relevant training when necessary. If significant changes to the Job Purpose are required, the post holder will be consulted, and the changes will be reflected in a revised Job Purpose.</p> <p>All staff are expected to:</p> <ul style="list-style-type: none"> Positively support equality of opportunity and equity of treatment to colleagues and students in accordance with the University of Surrey Equal Opportunities Policy. Work to achieve the aims of our Environmental Policy and promote awareness to colleagues and students. Follow University/departmental policies and working practices in ensuring that no breaches of information security result from their actions. Contribute towards broader university initiatives that have a positive impact on student experience, recruitment and campus operations. This may include participation in cross-functional activities such as open days, confirmation and clearing, welcome week, graduation. Ensure they are aware of and abide by all relevant University Regulations and Policies relevant to the role. Undertake such other duties within the scope of the post as may be requested by your Manager. Work supportively with colleagues, operating in a collegiate manner at all times. <p>Help maintain a safe working environment by:</p> <ul style="list-style-type: none"> All staff have a statutory responsibility to take reasonable care of themselves and others and to prevent harm by their acts or omissions. All staff are, therefore, required to adhere to the University's Our Safety Policy Statement and associated Procedures. 		
Organisational/Departmental Information & Key Relationships		
<p><u>Background Information</u></p> <p>The department of Library and Learning Services supports a large student and researcher population. Located in the centre of the campus, the Library has collections on six floors and over 1,600 study spaces. The collections include 300,000 printed volumes, as well as access to a large variety of electronic books, journals and databases. There are 350 university networked PCs, and wireless networking. The Library building is open 24/7 with externally contracted staff providing a security and service from 20.00 – 8.00.</p> <p>The department of Library and Learning Services is organised into three broad areas: 'Student Experience', 'Education & Research' and 'Learning Development'.</p>		

Department Structure Chart

