



Post Title	Digitisation Service Assistant – 56032
Organisation Advertising Description	Academic Services
Grade & Salary	Band 300 Starting salary is normally in the range £17,543 to £18,131. With potential progression once in post to £21,217 a year.
Duration of Post	Permanent
Full time/Part time	Part Time

Summary of Role

The Digitisation Service within Library Services is a service dedicated to producing high quality digitised materials for teaching uses on Resource lists and in supporting students with disabilities through the provision of accessible texts. The service will also be involved in the ongoing digitisation of the University's theses archive.

The Post Holder will be responsible for assisting with the day to day operation of the service under the supervision of the Head of Copyright and Licensing, and with support from the Copyright and Licensing Specialist.

The general duties of the Post Holder will include locating materials within the sites operated by Library Services, creating high quality scans to meet a variety of user needs, uploading them to the relevant platform(s), and communicating with students, academic staff and external bodies to meet scanning requests.

The Post Holder plans and organises their workload to ensure it is undertaken accurately, reliably and to required standards, procedures, workflow, and deadlines. Direction from the Head of Copyright and Licensing, and support from the Copyright and Licensing Specialist is available when required.

Main Duties / Responsibilities

The Post Holder will provide digitisations using specialist equipment and adhering to relevant legislation in relation to requests received for teaching purposes via the Resource Lists system, and for alternative format text requests for students with disabilities.

The Post Holder will fetch and return items within the library, from the open shelves and from

the Research Reserve, which have been requested for scanning, this includes books, journals and theses. (Please note this will require handling and shelving library stock which may vary in size and weight.)

The Post Holder will provide the initial point of contact for academics, students and external stakeholders in relation to digitisation requests received for the purposes of teaching, accessible formatting and theses digitisation. They will communicate with customers to clarify requests and resolve basic queries to provide a timely and effective service, deciding when to refer more complex issues onto an appropriate colleague.

The Post Holder will work self-sufficiently, proactively, identifying priorities within own work to ensure services are delivered accurately, reliably, efficiently to required standards, procedures, workflow, and deadlines.

It is anticipated that at least a year's experience will be required to be fully competent. The envisaged breakdown of activity to be undertaken by the Post Holder is detailed below:

For ResourceLists purposes (40%):

1. Scan items as required;
2. Run Optical Character Recognition software;
3. Add suitable basic metadata to files created;
4. Ensure scan is legible by performing a quality check;
5. Upload scan to relevant file repository (e.g. resource list system);
6. Provide first line responses to 'referred' digitisation request:
 - a. Review licence compliance by following relevant procedure/ guidelines and approving or rejecting requests as required;
 - b. Escalate requests to Assistant Team Manager where necessary.

For Alternative Format Texts (40%):

1. Raise requests for texts through the RNIB Bookshare platform or directly with publisher;
2. Scan items where required;
3. Run Optical Character Recognition software;
4. Embed additional functionality where required;
5. Add suitable basic metadata to files created;
6. Follow best practice and relevant standards, under the supervision of their line manager, in the production of alternative format texts;
7. Upload scan to relevant file repository (e.g. article exchange or other file transfer system);
8. Correspond with student once request fulfilled;
9. Record requests via relevant systems.

For Theses requests (10%):

1. Scan items as required;
2. Run Optical Character Recognition software;
3. Add suitable basic metadata to files created;
4. Upload scan to relevant file repository (e.g. EThOS system)

Collection Management Duties (10%):

The post holder will provide support and cover for other Collection Management and Development colleagues by performing tasks commensurate with their grade, including but not restricted to:

1. Measuring, counting and moving library stock
2. Accurately locating and fetching books and journals
3. Updating holding records on specialist library systems
4. Accurately unpacking, sorting and labelling incoming library materials and using the book sortation unit, identifying, resolving and where necessary referring problems onwards.

The responsibilities of the role may change as the needs of the service develop.

Person Specification

Qualifications

- Minimum of 5 GCSE (grade A-C) including English and Maths or equivalent.

Skills and experience

- Ability to arrange activities to ensure work is completed to time and required standards.
- Good interpersonal, verbal and written communication skills
- Ability to understand and apply procedures and rules and if applicable legislation (for example on digitisation).
- Experience of providing a friendly customer orientated service in a front line role Or experience of providing technical support with the ability and willingness to adopt a friendly customer orientated approach
- Ability and willingness to work both independently and as part of a team.
- Ability to carry out a variety of Library service activities and be knowledgeable in at least one and often more service areas (including Collections Management).
- Good numeracy, literacy, classification and alphabetical skills.
- Strong accuracy and attention to detail
- Good methodical and organisational skills
- Track record of reliability and flexibility at work
- Basic to intermediate IT skills with printing, wifi, email, pcs, including the ability to use Microsoft Office packages, apps, on line systems, and digitisation equipment.

Knowledge

- Understanding of and ability to apply office routines, processes, systems gained through work experience (typically at least 6 months) and office skills qualifications OR more substantial work experience.
- Good IT Literacy, knowledge and skills with Microsoft office, adobe, printing, wifi, email, pcs, apps and on line systems, printing and an ability and willingness to provide assistance with basic/intermediate first line IT enquiries on IT self-service systems, wifi, virtual learning environments, printing, pcs and similar. In addition, the willingness to further develop skills in this area and learn and adapt to new technologies

Highly desirable

- Experience of similar work in a library or similar environment
- Experience of using library resource list systems and library classification systems (e.g. Library of Congress, Dewey Decimal)
- Experience of using library resource list systems (e.g. Talis Aspire, Leganto), library management systems (e.g. ALMA) and library classification systems (e.g. Library of Congress and Dewey Decimal)