

Assistant Librarian (Engagement)

Job details	
Directorate:	Membership and External Affairs
Department:	Member Experience & Services
Team:	Library
Grade:	Career Professional B
Reports to:	Library Services Manager
Line management responsibilities:	No
Location:	London

Role overview

The postholder plays a key role in delivering our legal enquiry service, handling complex and routine legal enquiries to a high standard including in-depth legal research for solicitors, law firm staff and the public.

The postholder is responsible for library service outreach and marketing initiatives, working collaboratively with other teams to increase engagement with our services.

They will regularly deliver training sessions on legal research skills for members and internal staff, in group and 121 settings, both online and in person.

Core duties of the role:

The post holder will:

- Complete complex and routine legal enquiries to a high standard including in-depth legal research
- Responsible for library service outreach and marketing initiatives, working collaboratively with other teams
- Deliver member training sessions on legal research skills, critical digital literacy and AI in a legal context
- Update catalogue entries on our public-facing Library Management System (SirsiDynix Symphony with Enterprise)
- Conduct legislation, precedent, case law and literature searches, and summarise results for enquirers in a clear, professional manner
- Lead on internal staff training for legal research skills within the library team
- Assist solicitors, law firm staff and internal colleagues in finding and using legal resources, whether in-person, by phone or email
- Log enquiries and statistics using our CRM (Dynamics 365) and call handling software (Anywhere365)
- Keep up to date with developments in legal research methodology and current sources
- Other projects and tasks in support of the library service as required

Skills and attributes:

Criteria (knowledge, skills and attributes)	Assessment stage
Essential:	
Graduate with either a first degree or post-graduate qualification in library and information studies or the equivalent	Application Form
Extensive current experience of legal information enquiry work and legal research using hardcopy and online sources	Application Form and Interview
Extensive knowledge of current UK legal information sources and legal research methodology	Application Form and Interview
Advanced user proficiency with Westlaw, Lexis+ and other proprietary legal databases	Interview
Customer service experience, with an emphasis on customer satisfaction and outreach	Application Form and Interview
Excellent communication skills, oral and written, including the ability to present engagingly to groups of library users	Interview
Excellent interpersonal skills for confidently working with colleagues, members and other library users	Interview
Highly IT literate and proficient in Microsoft 365 standard applications (Excel, Teams, Sharepoint)	Application Form
Ability to prioritise work and deliver to deadlines and agreed standards	Interview
Strong organisational and planning skills	Interview
Commitment to contributing towards a welcoming and respectful environment	Interview
Positive professional and constructive attitude to work with a proactive approach to continuous improvement	Interview
Adaptable and open to change, able to respond with agility to changing priorities and take the initiative with creative solutions to challenges	Interview
Accuracy and attention to detail	Application Form

Criteria (knowledge, skills and attributes)	Assessment stage
Desirable:	
Experience of creating and delivering training sessions in a library or information service	Application Form and Interview
Experience of cataloguing with SirsiDynix Symphony or another library management system	Application Form
Project management experience	Application Form
Public speaking experience	Application Form

Organisational chart – Library team

