

Librarian (Systems and Services)

Job details	
Directorate:	Membership and External Affairs
Department:	Member Experience & Services
Team:	Library
Grade:	Specialist B
Reports to:	Library Services Manager
Line management responsibilities:	Yes
Location:	London

Role overview

The role supports the delivery of a high quality, professional library and legal research service for members and other users. A senior member of the Library team, completing enquiries as part of our legal research service and contributing to the effective running of the service.

Core duties of the role:

The post holder will:

- Complete complex and routine legal enquiries to a high standard including in-depth legal research
- Conduct case law, legislation, precedent and literature searches, and summarise results for enquirers in a clear, professional manner
- Assist solicitors, law firm staff and internal colleagues in finding and using legal resources, whether in-person, by phone or email
- Systems administration for the Library Management System (SirsiDynix Symphony with Enterprise)
- Administration of our online legal database subscriptions including user management and usage statistics
- Responsible for day to day operation of library systems including member PCs, our CRM (Dynamics 365) and call handling software (Anywhere365)
- Line management responsibility for junior members of the team, including coaching, feedback and support for development
- Organise team meetings and deputising for the Library Services Manager as required
- Contribute effectively to training and tours for members and staff, and to outreach and marketing initiatives
- Build and maintain effective relationships with a broad range of colleagues across the Law Society, with members and with our external account managers
- Keep up to date with developments in legal research methodology, legal databases and our LMS
- Support the delivery of projects and tasks in support of the library service as required
- A proactive approach to contributing to a welcoming and respectful working environment for all colleagues

Skills and attributes:

Criteria (knowledge, skills and attributes)	Assessment stage
Essential:	
A graduate qualification in library and information studies or equivalent experience	Application Form
Experience of SirsiDynix Symphony with Enterprise systems administration, or equivalent LMS administrative management	Application Form and Interview
Extensive current experience of legal information enquiry work and legal research using hardcopy and online resources	Application Form and Interview
Extensive knowledge of current UK legal information sources and legal research methodology	Interview
Advanced user proficiency with Westlaw, LexisLibrary and other proprietary legal databases	Interview
Highly IT literate, proficient in Microsoft 365 standard applications (Excel, Teams, Sharepoint) and an ability to pick up new apps quickly	Application Form
Demonstrable experience of working in a library service environment	Application Form
Experience of line managing or supervising staff	Application Form and Interview
Excellent communication skills, oral and written	Interview
Excellent interpersonal skills for confidently working with the library team, account managers, members and users	Interview
A proactive and considered approach to problem solving	Interview
Ability to prioritise work and deliver to deadlines and agreed standards	Interview
A positive and professional attitude to customer care and a proactive approach to continuous improvement	Interview
A good understanding of, and commitment to, supporting equality, diversity and inclusion	Interview

Organisational chart – Library team

