

# The Wiener Holocaust Library

## Reader Services Librarian

**Full-time permanent post based in Central London, WC1**

**Salary:** £30,000

**Start date:** 15 September 2022, or as soon as possible thereafter

**Responsible to:** Head of Collections

**Deadline for Applications:** 1 September 2022 (23:59)

**Interview date:** 7 September 2022

The Wiener Library is the world's oldest Holocaust archive and the home of Britain's largest collection of published and unpublished works, documents and photographs relating to the Nazi era.

### **PURPOSE OF THE ROLE**

We are seeking a proactive Reader Services Librarian to join the Collections Team. For someone with an interest in User Experience (UX) this is an exciting opportunity to positively change the way our reading room operations support access to Britain's foremost collection regarding the Holocaust, its causes and consequences. As we are a small organisation we are looking for someone who is a good team player willing to be involved in other projects as necessary.

### *Main Duties and Responsibilities*

Reader Services Librarian is responsible for all aspects of the delivery of the Library's public services, ensuring an excellent standard of customer service.

### **READER SERVICES**

- To lead the day-to-day management and development of reading room services and work with the Head of Collections to transform the service to an industry leading service mode
- To oversee enquiry, access, membership, and circulation activities within the Library, and be responsible for the administration of user records and reciprocal access schemes
- To manage the Library's Enquiries Desk Service and be responsible for the training of all Library staff in their user services duties
- To develop, document and maintain appropriate library operational procedures and policies, and ensure colleagues are consulted and updated appropriately through team and individual meetings, briefings and other appropriate communication channels
- To supervise study space within the Library, including invigilation, monitoring usage and service standards and collating statistics as required, and for the provision of signage, user services guides and web information
- To provide research advice and guidance for students, researchers and visitors on using the Library's resources, services and facilities
- To actively engage with users to promote the service and to gather feedback, and actively contribute to the development of the service
- Work with the Senior Management Team (SMT) to ensure that the Library has a friendly and welcoming environment and atmosphere that is conducive to researching, taking into account the needs of a broad range of users, identifying areas for service improvement

- Co-ordinate the document delivery service
- Organise and co-ordinate the Reading Room staff rota
- Manage and supervise volunteers, interns, and work placement students

## **GENERAL**

- To assist as necessary with organising and staffing other public events, such as lectures
- To attend and represent the Library at external meetings and events as necessary
- Any ad hoc tasks as required

The Library is a small team and all staff must be willing to work flexibly and recognise the need for occasionally working beyond their job descriptions and to support out-of-hours activities on occasion.

## ***Person Specification***

### **SKILLS AND ABILITY**

#### **Essential**

- Graduate degree in library or archive studies or equivalent experience
- Proven experience of effectively delivering public services in a higher education or research setting, and of producing clear user services guides
- Experience of working in front-of-house roles, customer service, or enquiry desks in libraries or other public settings
- Demonstrable knowledge of best practice and innovation in service delivery in a library and information context
- Knowledge of the administration of library membership, user records, reciprocal access schemes and inter-library loan
- Experience with library management systems
- Experience of responding to enquiries in person and via email/over the phone
- Excellent communication skills, both written and verbal, attention to detail
- Excellent administrative, organisational and planning skills
- Ability to work unsupervised and under pressure
- Ability to manage time and workload effectively
- Confidence and experience adapting to a rapidly changing IT environment and reading room IT hardware (scanner, microfilm reader, photocopy) including proficiency in MS Office packages

#### **Desirable**

- Knowledge and experience of digital preservation best practice and Data Protection issues
- Empathy with or interest in the Library's subject area
- Experience of working in a small team as well as self-motivated
- Experience of working with key performance indicators
- Additional language skills, preferably in German
- Experience of supervising volunteers

You may be asked to carry out other duties as may arise from time to time including evening work. You will be required to act in accordance with the provisions of the Health and Safety at Work Act 1974 to take reasonable care for the health and safety of any person who may be affected by your acts or omissions at work.

Applicants must be able to demonstrate their legal right to work on the UK. Please note that The Wiener Library cannot apply for a Certificate of Sponsorship for this post under Tier 2 of the UK Border Agency's Points Based System.

## **HOW TO APPLY**

Please send your CV and a cover letter outlining your relevant experience to Olivia Oakley, Office Coordinator, [ooakley@wienerholocaustlibrary.org](mailto:ooakley@wienerholocaustlibrary.org)

Applications without a cover letter will not be considered.

For an informal talk about this position, please contact Stefanie Rauch at [srauch@wienerholocaustlibrary.org](mailto:srauch@wienerholocaustlibrary.org).