

## Enquiries and Systems Librarian

**Job purpose:** The post holder will play a key role in the provision of the Library enquiry service to Law Society members and staff and will manage the e-resources of the Library including the Library website, Library management system and the enquiries telephony service.

### Key Accountabilities:

- A senior member of the library enquiry team - analyses and interprets library research enquiries from customers
- Carries out detailed research making use of a wide range of printed and electronic legal information sources to answer enquiries, referring the customer to source materials as appropriate
- Traces past solicitors and law firms to help locate lost wills and deeds and provides information from the Law Society's corporate archive
- Manages and develops the Library Management System (OLIB) including troubleshooting, configuration and scheduling upgrades
- Responsible for the Library intranet and website
- Overseeing the library enquiries telephony system
- Deputises for the Library Services Manager
- Online legal database management including administering passwords and analysing usage statistics for value for money
- Leads on IT training for library staff and developing online training packages for Members
- Builds effective relationships at all levels across the organisation
- Environmental monitoring of library stock
- Resolves IT issues, liaising with Law Society IT and database providers
- Contributes to the development and promotion of the LawDocs service (document delivery) and other library offerings
- Assists with various shared administrative tasks (e.g. shelving, opening and closing the Library) to ensure the efficient operation of the library service
- Additional library services cover and projects as required

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## Knowledge, skills and experience

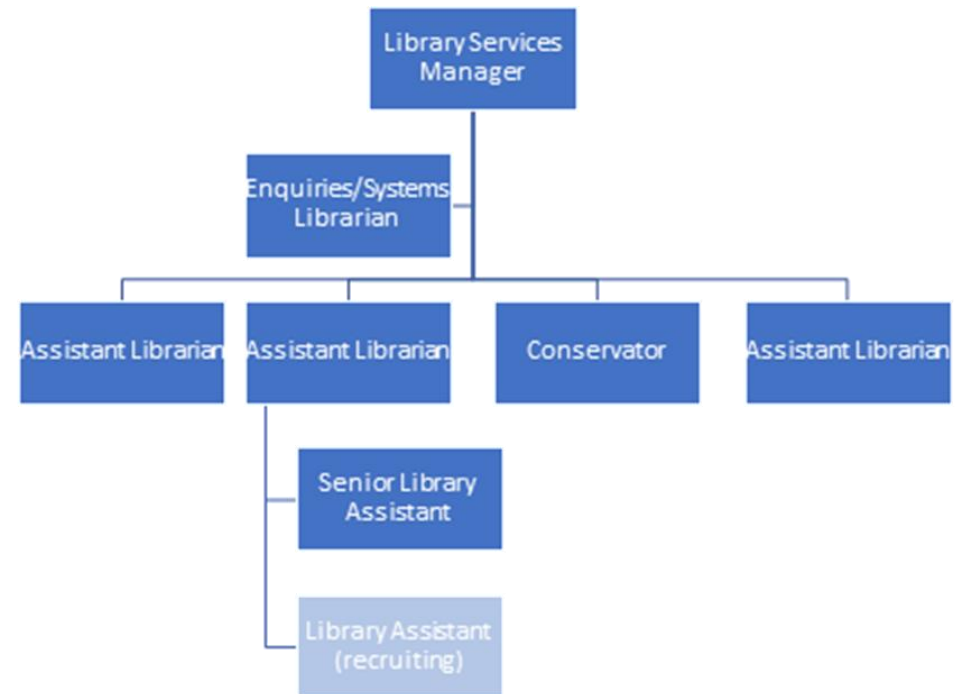
### Essential

- Graduate with either a first degree or post-graduate qualification in library/information studies
- Extensive current experience of English and EU law information sources demonstrating a good understanding and knowledge of legal research methodology
- Experience of using Lexis, Westlaw and Justis
- Experience of OLIB systems administration or similar library management system
- Ability to work effectively as part of a team
- Good presentation communication skills (oral and written)
- IT literate with a good working knowledge of Word, Excel, Outlook and other IT applications
- Effective problem solving skills
- Ability to deal with complex enquiries with tight deadlines and prioritise tasks whilst maintaining a calm and professional manner
- Understanding of copyright law as it applies to the copying of Library material for customers
- Positive attitude to customer care

### Desirable

- Experience of supervision of staff
- Experience of leading IT projects
- Experience of, and an interest in, archive work and working with rare and historic collections
- Strong influencing skills
- Knowledge of HTML/XML

## Organisational Chart



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<p><b>Planning &amp; Organising</b></p> <p>The post holder will be a member of a customer-focussed team (total of 6.9, soon 7.9 FTE) of professional law librarians providing a legal research enquiry service to members and staff of the Law Society. The Library receives over 9,000 enquiries a year and the Lawdocs service handles separately some 1000 item requests per annum.</p> <p>The post holder is physically based in the Library, timetabled to answer enquiries from customers in the Library, or by phone, and e-mail, and to assist with Lawdocs requests</p> <p>The role is primarily split between Enquiries (60%) and Library Systems/IT related tasks (40%). The balance varies from time to time depending on the changing demands on the team.</p> <p>As appropriate the post holder will be expected to participate in one-off library or library related projects</p> <p>Regular hours of work are 9.00 to 17.00 Monday – Friday. On occasion the post holder may be required to work a little later.</p> <p>The post is based in a 19th century library building with a gallery. The use of stairs, ladders and the carrying of books/box files which can be quite heavy are part of the role.</p>	<p><b>Dimensions</b></p> <ul style="list-style-type: none"> <li>• The Library sits within the Membership Services Directorate of the Law Society</li> <li>• This role is responsible to the Library Services Manager, who reports to the Director of Knowledge and Information</li> <li>• The organisation is in the early stages of a five-year transformation programme and the Enquiries and Systems Librarian will be expected help support the Library team through the transition</li> </ul>
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