

## 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

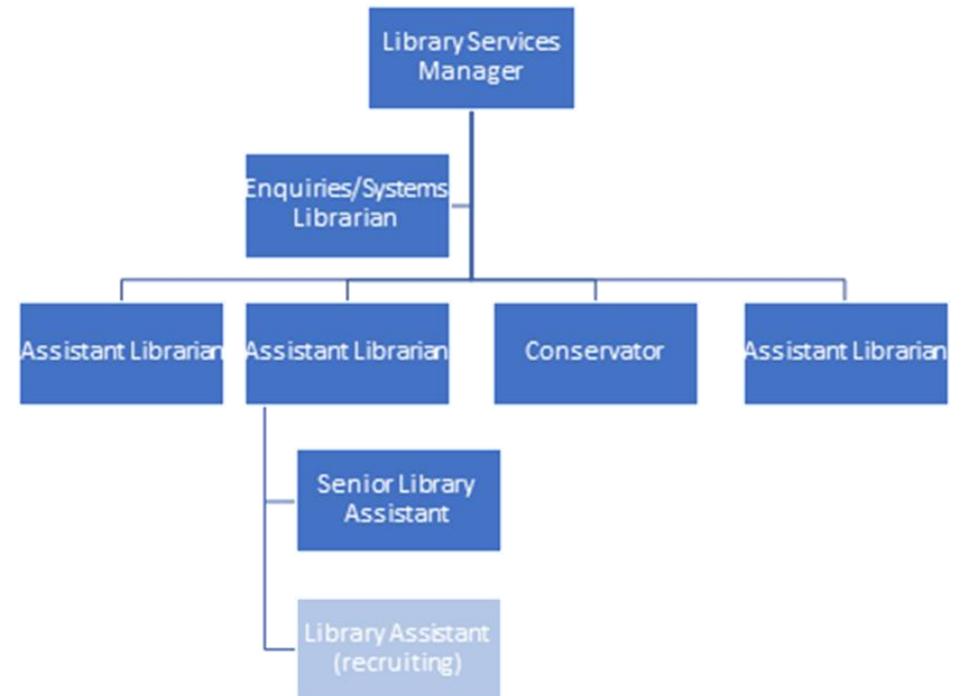
### Essential

- 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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### Planning & Organising

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.

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

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.

As appropriate the post holder will be expected to participate in one-off library or library related projects

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.

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.

### Dimensions

- The Library sits within the Membership Services Directorate of the Law Society
- This role is responsible to the Library Services Manager, who reports to the Director of Knowledge and Information
- 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

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