



<b>Internship Role</b>	<b>Library Trainee</b>
<b>Placement at</b>	Leeds Trinity University, Brownberrie Lane, Horsforth, Leeds LS18 5HD
<b>Duration</b>	6 months
<b>Days/Hours</b>	4 days work placement at the University, and 1 day study
<b>You will receive monthly</b>	£ 1,458 Training Allowance
<b>How to apply</b>	Send CV with Cover Letter to: <a href="mailto:info@pathyorkshire.co.uk">info@pathyorkshire.co.uk</a>
<b>Closing</b>	<b>Monday, 16 December 2024, 10 am</b>

### About Leeds Trinity University

Leeds Trinity University is a renowned institution located in the heart of West Yorkshire, dedicated to providing a transformative educational experience.

With a rich history dating back to 1966, we have grown into a dynamic and inclusive community that champions academic excellence, personal growth, and professional success.

We offer state-of-the-art facilities, a supportive environment, and a strong sense of community, making it a great place for students and colleagues to thrive.

### Purpose of the Internship

To provide an opportunity for individuals from diverse backgrounds to gain work experience in the Library & Information Sector, and to obtain a Level 3 qualification.

### Intern Duties and Responsibilities

1. To provide an effective, courteous and professional first line resolution/escalation service for Library & Learning Resources issues for staff and students, via the Library Helpdesk and escalating enquiries as appropriate.
2. To provide first line support and guidance to users of electronic information systems such as Library Search, information databases, ebooks and online journals.
3. To carry out circulation duties as directed, to include dealing with the issue and return of books and other items using the Library Management System, and routines associated with self-service.
4. To provide support and guidance to users of the self-service circulation system, and if required, to refer to second line support in order to resolve incidents.
5. To carry out shelving and shelf tidying duties.
6. To replenish equipment with the necessary consumables.

7. To assist in ensuring that the Library is well maintained and a pleasant environment to study in, by means of tidying as necessary, and helping to ensure users abide by the Student Conduct and Discipline Code.
8. To assist the Library User Services Managers in communications, publicity and engagement activities, such as creation and updating of publicity materials, social media posts, and assistance with displays, with a focus on the promotion and celebration of diversity, equality and inclusion.
9. To assist with stock receipt and processing, maintenance and checking.
10. To assist with ensuring that Library users return items in a timely fashion, contacting users as required regarding overdue or lost items.
11. To deal with routine enquiries and troubleshooting associated with printing and photocopying devices, including the addition of credits to user accounts.
12. Providing basic first line support to users requiring assistance with the University's IT systems, following guidelines provided by IT Services, and recording service requests requiring second line IT support. Support provided includes:
  - the suite of Microsoft products and other core University software and services
  - wireless connectivity
  - basic document recovery
  - restarting / redirecting print jobs.
13. To carry out consumable sales.
14. To assist senior staff in the Collections, Access and Systems team by carrying out routine acquisitions and other processes/tasks if required.
15. To receive briefings on other aspects of the work of Library & Learning Resources, from senior members of the department, to widen and deepen the postholder's understanding of the functions of the department.
16. To undertake a Library and Information Studies QLS Level 3 qualification, paid for by the University, over 1 day per week as part of your working pattern.
17. To receive briefings from members of the University's Equality Networks on actions being taken to further equality, diversity and inclusion in the University

#### General Duties

- To comply with all health, safety and wellbeing policies and procedures at all times and to take responsibility for promoting and safeguarding the welfare and protection of others.
- To advocate, promote and advance equity and social justice within your work.
- To support and contribute to achieving the University's student recruitment and retention objectives.
- To carry out other duties, commensurate with the grade of the post, as may reasonably be directed by your line manager or designate after due consultation.

## SELECTION CRITERIA

Applicants must be 19 years and above, living in Leeds, and from under-represented diverse communities.

<b>QUALIFICATIONS &amp; ATTAINMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
Minimum of good basic education to GCSE level standard or Level 1 and Level 2. Or equivalent.	Yes		CV and Cover Letter
<b>SKILLS &amp; COMPETENCIES</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
Experience of providing service to customers/users.		Yes	CV, Cover Letter, and Interview
Excellent interpersonal and communication skills.	Yes		CV, Cover Letter, and Interview
Excellent organisational skills and time management.	Yes		CV, Cover Letter, and Interview
Ability to produce leaflets or publicity materials, including social media posts.	Yes		CV, Cover Letter, and Interview
<b>KNOWLEDGE &amp; EXPERIENCES</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
Good knowledge of Microsoft Office applications.	Yes		CV, Cover Letter, and Interview
Accuracy and attention to detail	Yes		CV, Cover Letter, and Interview
Ability to work effectively as part of a team.	Yes		CV, Cover Letter, and Interview
Experience of using online databases/systems.		Yes	CV, Cover Letter, and Interview
Able to handle questions on wireless connection, printing and photocopying issues.		Yes	CV, Cover Letter, and Interview
<b>BEHAVIOURAL &amp; VALUES</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
Able to handle customer enquiries appropriately, following guidelines.	Yes		Application & Interview