

POSITION DESCRIPTION

LIBRARY & STUDENT SUPPORT ADVISOR

(1.0 FTE)

Our Vision

A world shaped by love, compelled and informed by the Gospel.

Our Mission

To equip students and scholars to renew their communities with a faith as intelligent as it is courageous.

Location

This role is based at Laidlaw's Ōtautahi Christchurch campus.

Key Relationships

Responsible to: Student Support Manager & Library Manager

Other Key Relationships:

- Christchurch Campus Coordinator
- Christchurch Library Volunteers
- Student Support Team
- Academic Staff
- Students, Enquirers and Library Subscribers

Role Purpose

The Library & Student Support Advisor contributes to the effective delivery of student experience across all Laidlaw programmes. This role is responsible for the smooth running of the Latimer Library, contributing to quality library experience for lifelong learners in a welcoming social learning space. This includes coordinating the technical services, stock and information services functions, ensuring the access and use of learning resources is well supported. The Library & Student Support Advisor also recruits, appoints and supervises volunteer student library assistants.

Alongside library responsibilities, the role also provides support for students in all Laidlaw programmes, enhancing the student experience and contributing to the successful completion of courses and programmes. This role works with students on an individual and group basis to assist them with challenges and issues they face during their academic study. They will provide guidance regarding the general requirements of assignment completion. The Library & Student Support Advisor will also undertake other key tasks and projects as appropriate to their role and assigned by the Student Support Manager, including supporting Laidlaw community and events. The Library & Student Support Advisor will carry out all reasonable work-related requests made by their supervisor and undertake any tasks that are within their capabilities.

Role Accountabilities

ACCOUNTABILITIES	KEY TASKS
Information Literacy	<p>Assists students, library members, staff, and visitors with searching the catalogue, databases, and physical collections.</p> <p>Provides students and library members with orientation as required.</p> <p>Support students with accessing and optimising use of relevant library databases and resources for their studies.</p>
Promotion of new publications	<p>Liaises with Henderson Library staff on Christchurch-related content for Library newsletters.</p> <p>Notifies faculty members of new books and journals.</p>
Short loans and desk copies	<p>Liaises with Henderson Library staff and lecturers to organise Desk Copy and Short Loan items prior to each semester.</p> <p>Locates and processes these items to go into their respective collections.</p>
General library duties	<p>Processes and shelves journals.</p> <p>Processes returns and renewals.</p> <p>Shelves books and performs shelf checks as required.</p> <p>Repairs books as needed.</p> <p>Follows up overdue items.</p> <p>Organises inter-campus loans via Henderson when required for academic staff.</p> <p>Processes new memberships and maintains borrower records.</p> <p>Receive new books on arrival from Henderson – stamps, allocate to Desk Copy or Short Loan as required, places relevant material on display, notify staff of interest for the courses and shelve.</p> <p>Review library donations as appropriate.</p>
Library Communication	<p>Consults with relevant staff at all campuses.</p> <p>Collates purchasing suggestions from students and staff and passes them on to the Library Manager.</p> <p>Contributes to information leaflets for library users.</p> <p>Produces signs for library users as required.</p> <p>Attends Library staff meetings.</p> <p>Ensures student library assistants are recruited, trained, and briefed when required.</p> <p>Provides supervision of their work.</p>
Student Support	<p>Provide support to students who need assistance with their study. This may include individual and group meetings to discuss matters raised in lectures and assist with clarifying the tasks and requirements of assessments.</p> <p>Provide an environment where support integrated with proactive assistance can be offered to students in accessing and using learning resources, including Moodle, My Study Works (at risk students) and communicating with teaching staff.</p> <p>Support students to manage their educational journey by engaging with other Laidlaw teams, recommending changes to study load, and approving withdrawals and extensions, including management of individual learning plans (ILPs).</p> <p>Provide pastoral care and refer students to counselling services as necessary.</p>

Qualifications

QUALIFICATION/SKILL/ EXPERIENCE	DETAILS
Educational qualifications	<p>Required</p> <p>Bachelors degree (Theology, Education, Counselling preferred)</p>
Skills/Knowledge/ Experience	<ul style="list-style-type: none"> • Experience working in a customer-service role is essential. Experience working in a tertiary library is desirable. • Clear, concise, and professional oral and written communication skills. • Ability to prioritise and work well under pressure. • Competency with relevant informational technology systems. • Able to demonstrate high levels of accuracy and attention to detail. • Strong time management, planning, problem solving and organisational skills. • Ability to build strong internal and external stakeholder relationships.
Further characteristics	<ul style="list-style-type: none"> • Commitment to the Mission Statement of Laidlaw College. • Understands and appreciates the teaching focus of Laidlaw College, as a tertiary theological training environment.