

# Recruitment – get it right!

## Workshop Description:

Academic Library work is ever changing and success relies on staff adopting a customer centred approach. To meet the changing needs of our service we have had to adjust our approach to recruitment, particularly with our frontline teams.

Customer service skills, excellent communication and teamwork are key requirements to ensure our teams are responsive and relational in their approach, building rapport and trust between the Library and their customers. Customer service skills are particularly important for Universities who are considering working towards, or have achieved, the customer services excellence award.

To achieve an integrated Library service that is a dynamic part of the University culture, we have to get recruitment right. We need staff who are interested in engaging with customers, promoting Library services and offering support at the time of need. Their style needs to be enthusiastic, their knowledge considerable and their delivery adaptable. In short, we need a frontline of super heroes with superhuman powers of communication and with the ability to fight poor study choices.

So what to do? Explore new ways to recruit staff, seek out new activities to test knowledge and involve all of your teams in the recruitment process. The University of Derby and University of Worcester have invested time and energy into adapting their recruitment process, testing skills to identify the very best candidate for the job.

We hope you enjoy this interactive workshop where you have the chance to try out some of our activities as well as sharing some of your own experience.

## The workshop will include:

- Unpicking your job description
- Explaining the Derby approach
- Ideas from Worcester
- Taking part in two recruitment activities

## Participants:

The workshop is specifically aimed at team leaders who recruit to frontline services

Please bring with you examples of frontline services job descriptions and person specifications

Be prepared to join in with two recruitment activities, discussing and sharing your own experience

**Date:** 04 April 2017

**Time:** 13.30 – 16.00

**Venue:** Kedleston Road Library, L102

**Workshop led by:** Clare Holden, Clare Towle, Kay Jeffries (Derby), Sarah Pittaway, Carly Davies (Worcester)

**Travel:** Travel directions are available from the University of Derby [website](#). Parking is limited on site and visitors will be directed to the pay and display car park at the Kedleston Road Campus.

**Booking:** <https://www.eventbrite.co.uk/e/recruitment-get-it-right-tickets-32845069487>

Please book your place by **28 March 2017**