

Job Description

Post/Job Title:	Systems and Digital Services Librarian
Ref:	ASE264 / POSN104060
School/Support Service:	Academic Services
Department/Section:	Library & Learning Services
Location:	Any University location
Normal hours per week:	1 FTE - 37 hours full time (Some flexibility is required to ensure key time scales and deadlines are met).
Grade:	6
Accountable to:	Library Services and Operations Manager
Responsible for or supervises:	1 x 0.64 FTE Grade 4 technical officer, and 3 x 1FTE Grade 3 Senior Library Assistants

Job Purpose

Responsible for the effective management and maintenance of discovery systems and digital infrastructure and resources, you will work closely with internal and external stakeholders to resolve problems, ensure system interoperability, and provide a seamless experience for all Library and Learning Services (LLS) users. You will proactively research and identify best practice, and lead in the development and implementation of systems and protocols for library collection management, content discovery, and access and authentication, as well as supporting related services and equipment.

Main Responsibilities

1. Lead the development implementation, integration, maintenance, evaluation and training of library systems, including but not limited to:
 - a. Library Management System (OCLC WMS)
 - b. Library discovery platform and related tools (WorldCat Discovery, LibKey, Lean Library)
 - c. Knowledge sharing platforms (including LibGuides and the VLE - Brightspace)
 - d. Library security systems and equipment (both electro-magnetic and RFID)
 - e. Self-service booking systems (including LibCal)
 - f. Reading list development (Talis Aspire)
 - g. Institutional repositories for open access and research data management (including ePrints and Symplectic Elements)
 - h. Virtual and telephone enquiry services including chat services (RefChatter)
 - i. Administration of library web pages (Drupal)
 - j. Other systems as required
2. Take responsibility for the development, implementation and maintenance of secure authentication systems, to ensure ease of access to the widest range of e-resources (such as Shibboleth, UK Access Management Federation, Ezproxy and OpenAthens).
3. Develop data and digital policies and procedures, and document and deliver staff training around the areas of legal compliance (including copyright and GDPR), data retention and integrity, and the effective use of digital systems, information and resources.

4. Work with the Library's Service and Operations Team, and Academic Liaison Team in order to:
 - a. Generate management information reports and spreadsheets using library system tools, COUNTER reports and other data to support financial reporting, collection management, and other management decisions.
 - b. Analyse technical and access needs and make recommendations for continuous improvements to library services and the user experience.
 - c. Contribute to the evaluation and promotion of digital systems and resources, by providing technical support, engaging in usability testing, and encouraging and responding to feedback

Other duties

5. Provide second line user enquiry support, as well as advice and technical support to colleagues.
6. Participate in the duty rota, acting as senior manager to resolve any escalation in incidents or issues, and to ensure handover to security services at the end of the day.
7. Participate in staff training programmes, and keep abreast of new trends, tools and applications through networking and engaging in professional development opportunities.
8. Deputise for the Library Services & Operations Manager, and represent LLS at Academic Services, University, or external meetings and events as required.
9. Deal with any sensitive and confidential issues within the frameworks of the Data Protection Act and any other professional and statutory guidelines. Data users must comply with the associated data protection, information security, information management and information technology regulations, policies, processes and procedures.
10. Supporting the Academic Services Directorate by participating in other tasks and cross-functional activities, or any other duties as required.

Dimensions

- Over 17000 students and other service users with approximately 900,000 footfall per year across two main sites.
- Line management of 3.64 FTE staff including three full time grade 3 Senior Library Assistants and one grade 4 technologist, as well as co-ordinating wider team activities in collaboration with other LLS managers.
- The University's Library and Learning Service is in the process of negotiating a new RFID circulation and security system, and the post-holder will work with the IT team, Estates, and suppliers, to manage the transition to the new platform.

Contacts

Internal:

All BU students and staff

External:

All users of the University

Alumni

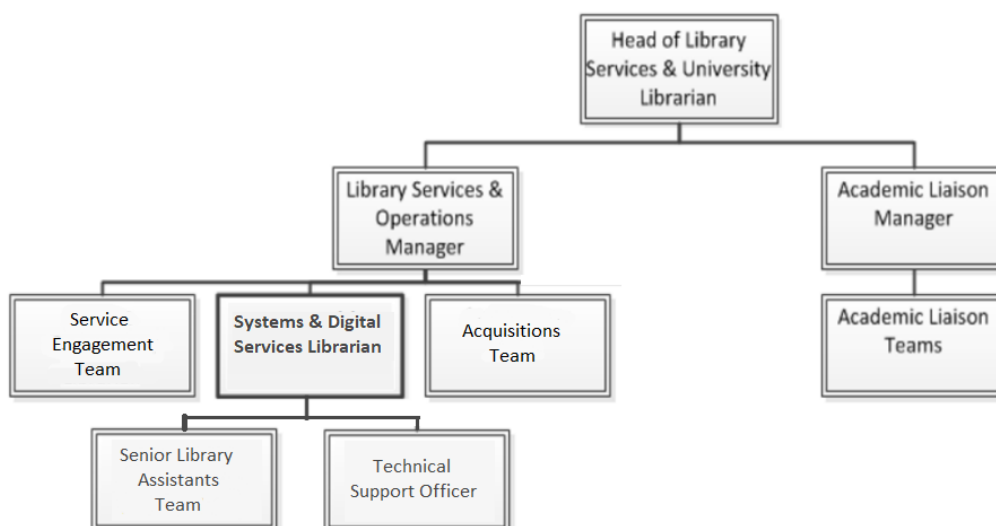
Suppliers

Parents and student representatives

External enquirers

Visitors

Organisational Chart



NOTE:

The purpose of the job description is to indicate the general level of responsibility and location of the position. The duties may vary from time to time without changing their general character or level of responsibility.

BU is an equal opportunities employer, which values a diverse workforce. The post holder must at all times carry out their responsibilities with due regard to the University's Dignity, Diversity and Equality Policy Statement.

Our highly skilled and creative workforce is comprised of individuals drawn from a broad cross section of the globe, and who reflect a variety of backgrounds, talents, perspectives, and experiences to build our global learning community. Through fused activity, the post holder must have an understanding of, and commitment to promoting a global outlook.

All employees have an obligation to be aware of the Universities Environmental Policy, Carbon Management Plan and associated documents, and to ensure that whilst at work they demonstrate the adoption of sustainable habits or practices, and carry out their day-to-day activities in an environmentally responsible manner.

June 2024



Person Specification

Post / Job Title	Systems and Digital Services Librarian	Position No: ASE264 / POSN104060
School / Service	Academic Services	Date: May 2024
SELECTION CRITERIA		Essential / Desirable
Knowledge (including experience & qualifications)		
Graduate with qualification in library or information science, or equivalent experience in library systems configuration, administration and development		E
Knowledge of the learning resource needs of higher education		E
Experience providing a customer-focussed approach to service delivery for a wide range of users		E
Knowledge of API and protocols to assist in system integrations and interoperability		E
Experience implementing and maintaining access authentication systems		E
Familiarity with an institutional open access repository		E
Experience collecting, analysing and reporting on statistical data to support management decisions		E
Knowledge of legal requirements relating to data and information including GDPR and copyright		E
Experience with project management		D
Knowledge of the data lifecycle and data integrity practices		D
Knowledge of metadata formats and standards		D
Skills		
Excellent written and verbal communication skills		E
Excellent interpersonal skills		E
Line management or experience supervising staff		E
Ability to deliver training to both technical and non-technical colleagues		E
Attributes		
Demonstrable commitment to service excellence and positive attitude to customer care		E
Commitment to own professional development		E
Ability to quickly assimilate new technology		E
Flexible approach to work		E
Well organised and able to prioritise tasks		E
Pragmatic approach to problem solving		E
Ability to work co-operatively with students, team members, wider staff, and other BU stakeholders with tact and professionalism		E
Ability to work on own initiative		E
Ability to motivate staff		E