

Job Description

Job title	Director of Library Services
Grade	9
Line manager	Associate Pro Vice-Chancellor & Chief Information Officer
Responsible for	Library managers, permanent and temporary staff
Key relationships	Vice-Chancellor, Deputy Vice-Chancellor, Pro-Vice-Chancellors, Associate Pro Vice-Chancellors, Heads of Schools/Deans of Colleges, Directors and Heads of Professional Services, academic colleagues and Students' Union.

Main purpose of the job

The Director of Library Services will provide effective leadership, management and strategic direction for library services in line with the strategic objectives of the University, ensuring the delivery of dynamic, measurable customer-focused library services. They will forge a strong relationship with the academic leaders in the University in order to enable an enhanced student service and experience. The post holder will also undertake other duties to enhance and safeguard the student experience. Additionally, the new Director will understand new digital technologies and how they can be leveraged in the library space.

Key areas of responsibility

The post-holder will:

- Implement and further develop the Library Services Strategy that will support and facilitate teaching, learning and research across the University. Translate this into the necessary operational business plans.
- Provide vision and leadership for the development, implementation and delivery of a full portfolio of library services (including the acquisition and effective use of library resources, print collection, e-services and electronic resources; technical services and digital infrastructure; research information and publications repository; open access; archives) in line with UWL's mission and strategic goals.
- Ensure appropriate hybrid collection development for a teaching-focused university alongside creation of new print and electronic collections (e.g. archives, e-textbooks, open access) to meet emerging institutional needs.
- Work closely with colleagues in IT Services (and other academic and professional services) to deliver effective and efficient student facing support to enhance the student experience.
- Work across all of UWL's sites (Ealing, Brentford, the Berkshire Institute of Health in Reading and Ruskin College) to deliver a strong student-facing library service and parity of service wherever possible.
- Support academic liaison, information literacy and support for research and open research activities and work collaboratively with Schools/Colleges, departments and students to identify the library services they require, ensuring they are delivered effectively, in line with appropriate quality standards.
- Lead the Library's contribution to UWL's enterprise activities (academic partnerships, outreach, student experience and widening participation activities) and especially where Library Services can support academic partners and partner students.
- Maintain a detailed understanding of the information needs and Library-related business processes across the University; initiate and participate in change management and development to meet University

business requirements.

- Lead and sponsor and other change initiatives projects as agreed and prioritised by the University.
- Monitor and evaluate Library Services, using appropriate qualitative and quantitative data, and provide reports and management information as required. Define and agree with stakeholders appropriate service standards and KPIs for Library Services and ensure that these are met. Where possible ensure these are benchmarked against national metrics (e.g. SCONUL).
- Ensure effective leadership, management and deployment of staffing resource within Library Services, in line with relevant University policies and timescales. Prioritise and lead multiple projects while meeting deadlines and budget targets.
- Develop staff capability and talent within Library Services, ensuring the induction, development and appraisal of staff to achieve strategic aims.
- Represent the University in a variety of external professional networks.
- Undertake any other duties as directed by the Associate Pro Vice-Chancellor and Chief Information Officer commensurate with the nature and level of the post.

Specific Duties

It is essential that the person appointed has, and is willing to work towards achieving and maintaining up to date expertise and knowledge in the following areas:

- An understanding of the further and higher education (undergraduate, postgraduate and research) library requirements and context.
- An awareness of University-wide events and the impact on Library Services and related requirements.
- An understanding of the specialist library systems currently in use, and the contemporary library information systems landscape.
- An in depth understanding of library sector processes, procedures, data validation and guidance, this (e.g. M25 Consortium, SCONUL and CLIP).
- Undertake continuous personal and professional development to maintain knowledge.

General duties

- Ensure standard of own work is always maintained at a high level, with strict attention to detail and accuracy at all times.
- Comply with all University policies and procedures, particularly around data protection, safeguarding, copyright, human resources and financial regulations.
- Ensure compliance with health and safety regulations including overall health and safety responsibility for Library Service.
- Participate in the University's academic quality assurance, value for money and financial audit processes.

Person Specification

Criteria	Essential	Desirable
Qualifications and/or membership of professional bodies	Educated to degree level or equivalent Professional qualification in library and information studies, or equivalent experience	Membership of a relevant professional body (CLIP, HEA etc.)
Knowledge and experience	<p>Experience of working within academic libraries at a senior level.</p> <p>Excellent customer relationship management experience.</p> <p>A sound understanding of academic library services, current issues and trends, and challenges and funding in the higher education sector.</p> <p>Successful change management implementation introducing new practices and systems.</p> <p>Experience of managing a team through change, with the ability to motivate, develop and mentor.</p> <p>Knowledge of the application of, and future potentials of library and education technologies.</p> <p>Excellent understanding of open access publishing, funder requirements and contemporary open research practices.</p> <p>Experience of budget management.</p> <p>Demonstrable success at promoting use and awareness of library resources and services.</p> <p>Experience analysing and synthesising complex information and writing reports to inform evidence-based decision making.</p> <p>Experience of planning, prioritising and managing complex operational activities.</p>	<p>Current experience with communication technologies and with social media.</p> <p>Experience of achieving/maintaining accredited customer service standards</p> <p>Experience of successfully securing and managing external funding.</p> <p>Experience of managing archive services and public exhibition of artefacts.</p>
	Excellent oral, presentation, listening	

<p>Specific skills to the job</p>	<p>and written communication skills; to deal efficiently, effectively and tactfully with people at all levels.</p> <p>A high level of proficiency in Microsoft Office products and IT competencies.</p> <p>Demonstrable project management, analytical and problem-solving skills.</p> <p>Ability to provide inspirational leadership, strategic vision and effect change.</p> <p>Ability to identify potential for innovation.</p> <p>Proven ability to manage a diverse portfolio of work.</p> <p>Ability to work as part of a team within a culturally diverse university.</p> <p>Strong inter-personal skills, including influencing, networking and negotiating, and an ability to promote innovative services clearly.</p> <p>Ability to represent and promote the interests of the library within the university and externally.</p> <p>Excellent organisational and time management skills.</p>	
<p>General skills</p>	<p>Customer-focused approach and customer-focused service.</p> <p>Commitment to continuous improvement in service delivery to the University.</p> <p>Able to use initiative and think strategically.</p> <p>Capacity to complete projects independently, collaboratively and to time and budget</p>	
<p>Other</p>	<p>A demonstrable personal profile of continuous professional development and commitment to reflective practice.</p>	

	<p>Ability to respect a high level of confidentiality at all times.</p> <p>Commitment, and proactive approach to leading Library Services in supporting the University's equality, diversity and inclusion strategic objectives.</p> <p>Flexible approach to working hours in order to support the library's 24/7 opening.</p> <p>Occasional travel may be required for conferences and professional development and between sites at the University.</p>	
<p>Disclosure and Barring Scheme</p>	<p>This post does not require a DBS check</p>	
<p>Essential Criteria are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.</p> <p>Desirable Criteria are those that would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.</p>		

Last reviewed: 20-Dec-22 (AP/AE)